

FINANCIAL AND REVENUE ADMINISTRATION

Comptroller of the Treasury

State Treasurer

State Department of Assessments and Taxation

State Lottery Agency

Property Tax Assessment Appeals Boards

Registers of Wills

COMPTROLLER OF MARYLAND

MISSION

The Comptroller of Maryland provides executive leadership for Maryland's financial management services. The Comptroller is accountable for the fair and efficient collection of taxes, regulation of businesses, accurate forecasting and accounting of revenues and expenses, and the provision of technological services to State agencies.

VISION

The Comptroller of Maryland will achieve a favorable national reputation for the for fiscal management of the State by providing superior tax, regulatory, and technological services that promote the prosperity of the people and businesses of Maryland.

KEY GOALS, OBJECTIVES, AND PERFORMANC MEASURES

- Goal 1.** Provide public services in ways that achieve the highest level of individual and business customer satisfaction.
- Objective 1.1** Implement alternative methods for customers to file tax returns and make tax payments.
 - Objective 1.2** Provide customers with enhanced, convenient access to services through the use of Internet applications, the Comptroller's branch offices, improved telecommunications, improved methods for data transfers, and by establishing a formal taxpayer liaison office for problem resolution.
- Goal 2.** Take advantage of existing and emerging information technology applications to enhance business processes that currently use little or no technology, and improve the infrastructure for efficient implementation of these new technologies.
- Objective 2.1** Expand and/or implement e-government services through enhanced Internet, Intranet, and Extranet applications.
 - Objective 2.2** Implement data warehousing technology to store and analyze large amounts of data from several sources.
 - Objective 2.3** Increase use of electronic file transfers, document imaging, and alternative tax payment and return processing methods.
 - Objective 2.4** Enhance infrastructure, including mainframe and related disaster recovery capabilities. Continue to use the latest security protection technology and local area network services.
- Goal 3.** To be a competitive and desirable employer which develops and retains a diverse and competent workforce providing excellent service to individuals, businesses, and government.
- Objective 3.1** Implement an employee development program that responds to staffing needs, especially in higher technical and management positions.
 - Objective 3.2** Maximize the attractiveness of the Comptroller's Office as an employer by promoting career opportunities, expanding direct hire from the marketplace, and offering flexible employee initiatives.
 - Objective 3.3** Design a comprehensive training program with dedicated staff and resources.
- Goal 4.** Vigorously enforce tax laws essential to the fair treatment of all taxpayers.
- Objective 4.1** Implement data warehousing to increase effectiveness of matching and audit selection programs.
 - Objective 4.2** Continue aggressive compliance efforts by Field Enforcement Division of use tax enforcement, cigarette smuggling interdiction, and fuel tax evasion interdiction.

COMPTROLLER OF MARYLAND

SUMMARY OF COMPTROLLER OF MARYLAND

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|--------------------|-----------------------|--------------------|
| Total Number of Authorized Positions..... | 1,151.70 | 1,125.70 | 1,125.70 |
| Total Number of Contractual Positions..... | 25.20 | 28.60 | 25.40 |
| Salaries, Wages and Fringe Benefits..... | 59,564,096 | 59,567,246 | 60,319,765 |
| Technical and Special Fees..... | 992,165 | 1,169,171 | 999,383 |
| Operating Expenses..... | 46,385,581 | 49,897,654 | 45,732,444 |
| Total General Fund Appropriation..... | 69,350,874 | 68,594,650 | |
| Less: General Fund Reversion/Reduction..... | 1,447,006 | | |
| Net General Fund Expenditure..... | 67,903,868 | 68,594,650 | 68,432,909 |
| Special Fund Expenditure..... | 14,073,877 | 13,939,423 | 12,972,658 |
| Reimbursable Fund Expenditure..... | 24,964,097 | 28,099,998 | 25,646,025 |
| Total Expenditure..... | <u>106,941,842</u> | <u>110,634,071</u> | <u>107,051,592</u> |

SUMMARY OF OFFICE OF THE COMPTROLLER

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|------------------|-----------------------|-------------------|
| Total Number of Authorized Positions..... | 75.00 | 68.00 | 68.00 |
| Total Number of Contractual Positions..... | 2.70 | 2.40 | 2.40 |
| Salaries, Wages and Fringe Benefits..... | 4,105,026 | 4,268,218 | 4,106,120 |
| Technical and Special Fees..... | 161,365 | 273,246 | 284,761 |
| Operating Expenses..... | 3,799,506 | 3,821,288 | 4,064,602 |
| Original General Fund Appropriation..... | 4,064,831 | 4,108,698 | |
| Transfer/Reduction..... | -145,000 | -80,862 | |
| Total General Fund Appropriation..... | 3,919,831 | 4,027,836 | |
| Less: General Fund Reversion/Reduction..... | 90,606 | | |
| Net General Fund Expenditure..... | 3,829,225 | 4,027,836 | 3,996,134 |
| Special Fund Expenditure..... | 572,166 | 676,845 | 610,825 |
| Reimbursable Fund Expenditure..... | 3,664,506 | 3,658,071 | 3,848,524 |
| Total Expenditure..... | <u>8,065,897</u> | <u>8,362,752</u> | <u>8,455,483</u> |

COMPTROLLER OF MARYLAND

E00A01.01 EXECUTIVE DIRECTION – OFFICE OF THE COMPTROLLER

PROGRAM DESCRIPTION

The Comptroller has general supervision over the fiscal affairs of the State. The program coordinates the functions of the various divisions and formulates policies to promote prompt collection of various revenues.

COMPTROLLER OF MARYLAND

OFFICE OF THE COMPTROLLER

E00A01.01 EXECUTIVE DIRECTION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 33.50 | 30.50 | 30.50 |
| Number of Contractual Positions | 2.20 | 2.40 | 2.40 |
| 01 Salaries, Wages and Fringe Benefits | 2,359,991 | 2,290,110 | 2,238,691 |
| 02 Technical and Special Fees | 123,039 | 87,646 | 114,761 |
| 03 Communication | 65,351 | 88,175 | 100,432 |
| 04 Travel | 43,633 | 38,651 | 45,251 |
| 07 Motor Vehicle Operation and Maintenance | 6,840 | 9,588 | 7,654 |
| 08 Contractual Services | 85,567 | 163,874 | 136,237 |
| 09 Supplies and Materials | 83,487 | 77,035 | 90,957 |
| 10 Equipment—Replacement | 22,160 | 15,600 | 25,455 |
| 11 Equipment—Additional | 59,025 | 16,155 | |
| 13 Fixed Charges | 50,682 | 52,051 | 46,090 |
| 14 Land and Structures | 8,703 | 1,000 | 10,000 |
| Total Operating Expenses | 425,448 | 462,129 | 462,076 |
| Total Expenditure | 2,908,478 | 2,839,885 | 2,815,528 |
| Original General Fund Appropriation | 2,605,284 | 2,460,955 | |
| Transfer of General Fund Appropriation | -5,000 | -27,486 | |
| Total General Fund Appropriation | 2,600,284 | 2,433,469 | |
| Less: General Fund Reversion/Reduction | 56,539 | | |
| Net General Fund Expenditure | 2,543,745 | 2,433,469 | 2,444,797 |
| Special Fund Expenditure | 364,733 | 406,416 | 370,731 |
| Total Expenditure | 2,908,478 | 2,839,885 | 2,815,528 |

Special Fund Income:

| | | | |
|---|---------|---------|---------|
| E00353 Admissions and Amusement Tax | 36,591 | 43,070 | 26,186 |
| E00381 Motor Fuel Tax | 328,142 | 363,346 | 344,545 |
| Total | 364,733 | 406,416 | 370,731 |

COMPTROLLER OF MARYLAND

E00A01.02 FINANCIAL AND SUPPORT SERVICES – OFFICE OF THE COMPTROLLER

PROGRAM DESCRIPTION

The Financial and Support Services program administers the finance, procurement, personnel, and other administrative functions for the Comptroller of Maryland. It is also responsible for the accounting records of the Capital Grants and Loans program and records concerning debt service for the State's General Obligation Bonds.

MISSION

The mission of the Financial and Support Services Program is to provide high quality, efficient and timely financial, personnel, and administrative services to support the achievement of the goals and objectives of the Comptroller of Maryland.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

The Financial and Support Services program supports the attainment of the goals and objectives for the Comptroller of Maryland. Performance measures for this program are therefore not presented.

COMPTROLLER OF MARYLAND

E00A01.02 FINANCIAL AND SUPPORT SERVICES — OFFICE OF THE COMPTROLLER

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|------------------------|-------------------------------|---------------------------|
| Number of Authorized Positions | 41.50 | 37.50 | 37.50 |
| Number of Contractual Positions..... | 50 | | |
| 01 Salaries, Wages and Fringe Benefits..... | 1,745,035 | 1,978,108 | 1,867,429 |
| 02 Technical and Special Fees..... | 38,326 | 185,600 | 170,000 |
| 03 Communication..... | 2,488,323 | 2,557,250 | 2,768,791 |
| 04 Travel..... | 5,138 | 3,350 | 3,400 |
| 08 Contractual Services..... | 345,592 | 291,920 | 437,796 |
| 09 Supplies and Materials..... | 251,264 | 293,806 | 298,302 |
| 10 Equipment—Replacement..... | 38,929 | 22,833 | 18,237 |
| 11 Equipment—Additional..... | 241,251 | 125,000 | 5,000 |
| 12 Grants, Subsidies and Contributions..... | | 65,000 | 65,000 |
| 13 Fixed Charges..... | 761 | | 1,000 |
| 14 Land and Structures..... | 2,800 | | 5,000 |
| Total Operating Expenses..... | 3,374,058 | 3,359,159 | 3,602,526 |
| Total Expenditure..... | 5,157,419 | 5,522,867 | 5,639,955 |
| Original General Fund Appropriation..... | 1,459,547 | 1,647,743 | |
| Transfer of General Fund Appropriation..... | -140,000 | -53,376 | |
| Total General Fund Appropriation..... | 1,319,547 | 1,594,367 | |
| Less: General Fund Reversion/Reduction..... | 34,067 | | |
| Net General Fund Expenditure..... | 1,285,480 | 1,594,367 | 1,551,337 |
| Special Fund Expenditure..... | 207,433 | 270,429 | 240,094 |
| Reimbursable Fund Expenditure..... | 3,664,506 | 3,658,071 | 3,848,524 |
| Total Expenditure..... | 5,157,419 | 5,522,867 | 5,639,955 |
| Special Fund Income: | | | |
| E00353 Admissions and Amusement Tax..... | 20,908 | 21,850 | 17,912 |
| E00381 Motor Fuel Tax..... | 186,525 | 248,579 | 222,182 |
| Total..... | 207,433 | 270,429 | 240,094 |
| Reimbursable Fund Income: | | | |
| E00901 Receipts from Users of Mailroom, Printshops and Other Supplemental Services..... | 3,664,506 | 3,658,071 | 3,848,524 |

COMPTROLLER OF MARYLAND

E00A02.01 ACCOUNTING CONTROL AND REPORTING – GENERAL ACCOUNTING DIVISION

PROGRAM DESCRIPTION

The general objectives of this program are the exercise of overall financial control, accounting for all State funds received and disbursed, and the preparation of monthly and annual financial reports and such other statistical information as required by law or fiscal policy.

MISSION

The Comptroller's General Accounting Division is the State's central accounting office, providing an extensive menu of financial services to assist the State Comptroller in fulfilling his Constitutional responsibilities to provide "general superintendence of the fiscal affairs of the state." Legal and customer requirements and technological innovations dictate the services provided. Services are provided to state agencies, vendors, and those individuals and investors interested in the financial position and results of operations of the State.

VISION

The Comptroller's General Accounting Division is dedicated to providing cost effective services promptly, efficiently, and courteously. The division will continually strive to provide accounting expertise and a wide range of financial services to customers using leading edge technologies and best business practices.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To maintain and improve the State's reputation for excellence and integrity in accounting and financial reporting.

Objective 1.1 To produce the State of Maryland Comprehensive Annual Financial Report in compliance with generally accepted accounting principles, as promulgated by the Governmental Accounting Standards Board.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|---|----------------|-----------------------|-----------------------|-----------------------|
| Quality: Unqualified opinion by an independent accounting firm | Received | Expect to be received | Expect to be received | Expect to be received |

Objective 1.2 To receive the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|---|----------------|-----------------------|-----------------------|-----------------------|
| Output: Certificate of Excellence in Financial | Received | Expect to be received | Expect to be received | Expect to be received |

Objective 1.3 To provide accurate and timely statewide financial reports in compliance with Federal and State regulations.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Output: Number of Federal Forms 1099 issued | 25,704 | 25,057 | 26,000 | 26,000 |

Objective 1.4 To close the statutory accounting records of the State's general fund and report results within 90 calendar days of fiscal year end.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|------------------------|------------------------|
| Inputs: Number of Financial Agencies | 93 | 93 | 99 | 99 |
| Output: Closed State's general fund within 90 days of fiscal year end | Completed | Completed | Expect to be completed | Expect to be completed |

COMPTROLLER OF MARYLAND

E00A02.01 ACCOUNTING CONTROL AND REPORTING – GENERAL ACCOUNTING DIVISION (Continued)

Goal 2. To review agency expenditure requests for compliance with State laws and regulations and authorize disbursements from the State Treasury on a timely basis. To respond promptly and courteously to requests from vendors and State agencies.

Objective 2.1 Ensure State agencies expenditures are limited to amounts authorized by appropriations.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Quality: Number of appropriation accounts over expended | None | None | None Expected | None Expected |

Objective 2.2 Approve or reject 99% of agency payment requests and submit approved requests to the State Treasurer for disbursement within five working days.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Quality: Percent of payment requests processed within 5 days | 98% | 99.9% | 99% | 99% |
| Average number of days for GAD to process payment requests | 5 | 5 | 5 | 5 |
| Percentage of payments by GAD greater than 5 days | 1.8% | 0.1% | 1% | 1% |
| Output: Total number of documents (millions) | 1.9 | 2.0 | 2.0 | 2.0 |
| Total \$ of disbursements (billions) | \$20.0 | \$27.4 | \$28.0 | \$28.5 |

Objective 2.3 Expand use of Corporate Charge Card to at least 50% of total eligible payments.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|------------------|------------------|------------------|
| Performance Measures | Actual | Estimated | Estimated | Estimated |
| Outputs: Corporate Charge Card transactions | 578,104 | 652,638 | 717,902 | 789,692 |
| Corporate Charge Card purchases (millions) | \$164.8 | \$184.7 | \$203.2 | \$223.5 |
| Total vendor payment transactions eligible for card use | 1,375,906 | 1,417,997 | 1,488,897 | 1,563,342 |
| Quality: Corporate Charge Card transactions as a percentage of eligible vendor payment transactions | 42% | 46% | 50% | 50% |

Objective 2.4 Respond to 90% of vendor payment inquiries within 5 minutes

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measure | Actual | Actual | Estimated | Estimated |
| Inputs: Number of vendor payment inquiries completed | 17,058 | 10,767 | 10,000 | 10,000 |
| Number of vendor payment inquiries completed within 5 minutes | 15,483 | 9,909 | 9,000 | 9,000 |
| Quality: Percentage of vendor payment inquiries completed within 5 minutes | 90% | 92% | 90% | 90% |

Goal 3. To manage computer technology projects and reengineer business processes to improve the State's financial accounting and reporting systems.

Objective 3.1 Attain an overall 85% closure rate on all data processing development and maintenance projects, tasks, and work orders.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Quality: Percentage of work orders completed within schedule. | 90% | 90% | 93% | 93% |

COMPTROLLER OF MARYLAND

GENERAL ACCOUNTING DIVISION

E00A02.01 ACCOUNTING CONTROL AND REPORTING

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 50.00 | 48.00 | 48.00 |
| 01 Salaries, Wages and Fringe Benefits | 2,495,372 | 2,607,753 | 2,615,997 |
| 02 Technical and Special Fees | 13,080 | | |
| 03 Communication | 575,950 | 565,106 | 634,109 |
| 04 Travel | 10,278 | 19,861 | 10,278 |
| 07 Motor Vehicle Operation and Maintenance | 261 | 4,599 | 1,610 |
| 08 Contractual Services | 1,427,071 | 1,639,098 | 1,532,507 |
| 09 Supplies and Materials | 67,542 | 54,625 | 93,605 |
| 10 Equipment—Replacement | 11,227 | 10,500 | 10,136 |
| 11 Equipment—Additional | 27,318 | 287 | 5,310 |
| 12 Grants, Subsidies and Contributions | 23,474 | 26,000 | 26,000 |
| 13 Fixed Charges | 2,003 | 3,699 | 4,689 |
| 14 Land and Structures | 41,088 | 26,000 | 4,222 |
| Total Operating Expenses | 2,186,212 | 2,349,775 | 2,322,466 |
| Total Expenditure | 4,694,664 | 4,957,528 | 4,938,463 |
| Original General Fund Appropriation | 4,947,964 | 4,976,128 | |
| Transfer of General Fund Appropriation | -190,000 | -18,600 | |
| Total General Fund Appropriation | 4,757,964 | 4,957,528 | |
| Less: General Fund Reversion/Reduction | 63,300 | | |
| Net General Fund Expenditure | 4,694,664 | 4,957,528 | 4,938,463 |

COMPTROLLER OF MARYLAND

E00A03.01 ESTIMATING OF REVENUES - BUREAU OF REVENUE ESTIMATES

PROGRAM DESCRIPTION

The Bureau of Revenue Estimates operates in accordance with Section 6-101 of the State Finance and Procurement Article. The Bureau is staff to the Board of Revenue Estimates composed of the Treasurer, Comptroller, and Secretary of Budget and Management. The Board of Revenue Estimates reviews the information and recommendations supplied by the Bureau and submits to the Governor, for submission to the General Assembly, an itemized statement of estimated revenues for the current and succeeding fiscal years.

MISSION

The Bureau of Revenue Estimates forecasts Maryland's revenues and determines the fiscal impact of proposals to change Maryland's tax laws. The bureau is accountable to the Board of Revenue Estimates for accurate forecasting of state revenues and the economy.

VISION

The Bureau of Revenue Estimates will be recognized inside and outside Maryland as the primary source of information and analysis regarding all aspects of Maryland taxes and revenues upon which sound public policy decisions can be based.

KEY GOALS AND OBJECTIVES

The Bureau of Revenue Estimates supports the attainment of the goals and objectives for the Comptroller of Maryland. And the Board of Revenue Estimates.

COMPTROLLER OF MARYLAND

BUREAU OF REVENUE ESTIMATES

E00A03.01 ESTIMATING OF REVENUES

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 5.00 | 3.00 | 3.00 |
| 01 Salaries, Wages and Fringe Benefits | <u>271,880</u> | <u>350,984</u> | <u>279,100</u> |
| 02 Technical and Special Fees | <u>2,500</u> | | |
| 03 Communication | 6,460 | 8,772 | 10,639 |
| 04 Travel | 2,321 | 3,050 | 3,050 |
| 08 Contractual Services | 71,379 | 82,419 | 90,121 |
| 09 Supplies and Materials | 3,290 | 2,025 | 5,025 |
| 10 Equipment—Replacement | 5,801 | | 6,196 |
| 11 Equipment—Additional | 2,139 | | |
| 13 Fixed Charges | <u>636</u> | <u>1,621</u> | <u>1,040</u> |
| Total Operating Expenses | <u>92,026</u> | <u>97,887</u> | <u>116,071</u> |
| Total Expenditure | <u>366,406</u> | <u>448,871</u> | <u>395,171</u> |
| Original General Fund Appropriation | 449,286 | 454,546 | |
| Transfer of General Fund Appropriation | <u>-75,000</u> | <u>-5,675</u> | |
| Total General Fund Appropriation | 374,286 | 448,871 | |
| Less: General Fund Reversion/Reduction | <u>7,880</u> | | |
| Net General Fund Expenditure | <u>366,406</u> | <u>448,871</u> | <u>395,171</u> |

COMPTROLLER OF MARYLAND

REVENUE ADMINISTRATION DIVISION

SUMMARY OF REVENUE ADMINISTRATION DIVISION

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|----------------|-----------------------|-------------------|
| Total Number of Authorized Positions..... | 394.00 | 391.00 | 391.00 |
| Total Number of Contractual Positions..... | 3.00 | 3.20 | 2.00 |
| Salaries, Wages and Fringe Benefits..... | 18,738,185 | 18,368,969 | 18,949,958 |
| Technical and Special Fees..... | 119,769 | 132,818 | 72,479 |
| Operating Expenses..... | 15,725,399 | 18,243,074 | 16,174,735 |
| Original General Fund Appropriation..... | 35,101,242 | 33,808,659 | |
| Transfer/Reduction..... | -1,320,000 | 254,402 | |
| Total General Fund Appropriation..... | 33,781,242 | 34,063,061 | |
| Less: General Fund Reversion/Reduction..... | 436,404 | | |
| Net General Fund Expenditure..... | 33,344,838 | 34,063,061 | 33,673,085 |
| Special Fund Expenditure..... | 1,227,603 | 2,655,109 | 1,499,087 |
| Reimbursable Fund Expenditure..... | 10,912 | 26,691 | 25,000 |
| Total Expenditure..... | 34,583,353 | 36,744,861 | 35,197,172 |

COMPTROLLER OF MARYLAND

E00A04.01 REVENUE ADMINISTRATION - REVENUE ADMINISTRATION DIVISION

PROGRAM DESCRIPTION

The Revenue Administration Division processes personal, corporation, fiduciary, employer withholding, Maryland estate tax, tire fee, admissions and amusement tax, sales and use tax, alcohol and tobacco tax, and motor fuel tax returns. All remittances received with these returns are deposited through a Centralized Remittance Processing center and a lockbox facility.

In addition, the division is responsible for taxpayer service, taxpayer accounting for return adjustments, tax processing systems application control, revenue accounting, and reporting tax distributions to the subdivisions of Maryland.

MISSION

The Revenue Administration Division is committed to administering the provisions of the Maryland income tax laws effectively and efficiently while maintaining the integrity of the tax system and treating all taxpayers with respect and understanding.

VISION

The Revenue Administration Division will be a national leader in providing taxpayer service by quickly and efficiently processing tax returns and issuing refunds, processing payments promptly and efficiently, and using technological innovations to meet the needs of the people and businesses of Maryland.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Ensure that current year personal resident tax returns requesting a refund, both paper and electronic, are processed promptly.

Objective 1.1 95% of current year, paper-filed personal resident returns received during the income tax filing season are processed and refunds are issued within 10 business days of the date the returns were received.

| | 2001 | 2002 | 2003 | 2004 |
|---|-----------|-----------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outputs: Number of paper returns received | 1,915,604 | 1,817,241 | 1,698,672 | 1,536,797 |
| Number of refunds issued on paper returns | 1,349,749 | 1,489,291 | 1,274,004 | 1,152,598 |
| Outcome: Average days for issuance of refunds- current year personal resident paper returns received during filing season. | 9.16 | 11.24 | 10.00 | 10.00 |

Objective 1.2 95% of current year paper filed personal resident returns received during the non-filing season (approximately 7/1-1/15 and 4/25 – 6/30) are processed and refunds are issued within 14 business days of the date the returns were received.

| | 2001 | 2002 | 2003 | 2004 |
|--|--------|--------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outcome: Average days for issuance of refunds-current year personal resident paper returns received during non-filing season. | 17.36 | 9.92 | 14.00 | 14.00 |

COMPTROLLER OF MARYLAND

E00A04.01 REVENUE ADMINISTRATION - REVENUE ADMINISTRATION DIVISION (Continued)

Objective 1.3 95% of current year electronically filed returns are processed and refunds are issued within 2 business days of the date the returns were received.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outputs: Number of electronically filed returns | 536,802 | 726,548 | 908,185 | 1,135,231 |
| Number of refunds – electronic returns | 473,042 | 625,089 | 781,039 | 976,299 |
| Outcomes: Average days for issuance of refunds-electronic returns | 1.59 | 1.22 | 1.7 | 1.7 |

Goal 2. Ensure that all correspondence, both paper and e-mail, is answered promptly.

Objective 2.1 95% of paper correspondence is logged and responded to within an average of ten (10) business days or less from the time the correspondence is received.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outputs: Number of letters received | 8,875 | 7,149 | 6,500 | 5,750 |
| Outcomes: Average days to respond to paper correspondence | 8 | 6 | 10 | 10 |

Objective 2.2 97% of e-mail transmissions are responded to within an average of two business days or less from the time the e-mail transmissions were received.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outputs: Number of e-mails received | 14,097 | 15,143 | 16,000 | 17,000 |
| Outcomes: Average days to respond to e-mail correspondence | 1 | 1 | 2 | 2 |

Goal 3. Ensure telephone inquires are answered timely.

Objective 3.1 Telephone inquires are answered within an average of fifty (50) seconds or less of the individual being placed in the hold queue.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outputs: Number of telephone calls received | 409,972 | 449,638 | 464,251 | 479,339 |
| Outcomes: Average number of seconds taxpayers are in hold queue before call taken | 49 | 50 | 50 | 50 |

COMPTROLLER OF MARYLAND

REVENUE ADMINISTRATION DIVISION

E00A04.01 REVENUE ADMINISTRATION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 394.00 | 391.00 | 391.00 |
| Number of Contractual Positions | 3.00 | 3.20 | 2.00 |
| 01 Salaries, Wages and Fringe Benefits | 18,738,185 | 18,368,969 | 18,949,958 |
| 02 Technical and Special Fees | 119,769 | 132,818 | 72,479 |
| 03 Communication | 3,286,465 | 2,745,317 | 3,193,209 |
| 04 Travel | 40,346 | 45,000 | 40,604 |
| 06 Fuel and Utilities | 6,256 | 5,408 | 3,700 |
| 07 Motor Vehicle Operation and Maintenance | 3,367 | 4,788 | 408 |
| 08 Contractual Services | 9,216,872 | 11,383,972 | 10,947,881 |
| 09 Supplies and Materials | 1,864,117 | 1,984,924 | 1,592,443 |
| 10 Equipment—Replacement | 458,910 | 183,255 | 45,000 |
| 11 Equipment—Additional | 455,618 | 168,619 | |
| 13 Fixed Charges | 351,849 | 431,791 | 336,490 |
| 14 Land and Structures | 41,599 | 40,000 | 15,000 |
| Total Operating Expenses | 15,725,399 | 16,993,074 | 16,174,735 |
| Total Expenditure | 34,583,353 | 35,494,861 | 35,197,172 |
| Original General Fund Appropriation | 35,101,242 | 33,808,659 | |
| Transfer of General Fund Appropriation | -1,320,000 | 254,402 | |
| Total General Fund Appropriation | 33,781,242 | 34,063,061 | |
| Less: General Fund Reversion/Reduction | 436,404 | | |
| Net General Fund Expenditure | 33,344,838 | 34,063,061 | 33,673,085 |
| Special Fund Expenditure | 1,227,603 | 1,405,109 | 1,499,087 |
| Reimbursable Fund Expenditure | 10,912 | 26,691 | 25,000 |
| Total Expenditure | 34,583,353 | 35,494,861 | 35,197,172 |
| Special Fund Income: | | | |
| E00352 Used Tire Fee | 37,060 | 38,738 | 7,194 |
| E00353 Admissions and Amusement Tax | 74,120 | 77,455 | 100,720 |
| E00381 Motor Fuel Tax | 1,116,423 | 1,288,916 | 1,391,173 |
| Total | 1,227,603 | 1,405,109 | 1,499,087 |
| Reimbursable Fund Income: | | | |
| N00A01 Department of Human Resources | 10,912 | 26,691 | 25,000 |

COMPTROLLER OF MARYLAND

REVENUE ADMINISTRATION DIVISION

E00A04.02 MAJOR INFORMATION TECHNOLOGY DEVELOPMENT PROJECTS

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--------------------------------|----------------|-----------------------|-------------------|
| 08 Contractual Services | | 1,250,000 | |
| Total Operating Expenses | | <u>1,250,000</u> | |
| Total Expenditure | | <u>1,250,000</u> | |
| Special Fund Expenditure | | <u>1,250,000</u> | |

Special Fund Income:

| | | | |
|---|--|------------------|--|
| SWF302 Major Information Technology Development Project Fund | | <u>1,250,000</u> | |
|---|--|------------------|--|

COMPTROLLER OF MARYLAND

SUMMARY OF COMPLIANCE DIVISION

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|------------------------|-------------------------------|---------------------------|
| Total Number of Authorized Positions..... | 332.20 | 328.20 | 328.20 |
| Total Number of Contractual Positions..... | 16.00 | 16.00 | 19.00 |
| Salaries, Wages and Fringe Benefits..... | 16,818,666 | 16,556,970 | 16,811,346 |
| Technical and Special Fees..... | 547,887 | 535,745 | 533,239 |
| Operating Expenses..... | 9,185,438 | 7,036,087 | 7,242,823 |
| Original General Fund Appropriation..... | 17,422,791 | 17,736,361 | |
| Transfer/Reduction..... | 1,550,000 | -102,634 | |
| Total General Fund Appropriation..... | 18,972,791 | 17,633,727 | |
| Less: General Fund Reversion/Reduction..... | 736,471 | | |
| Net General Fund Expenditure..... | 18,236,320 | 17,633,727 | 17,876,741 |
| Special Fund Expenditure..... | 8,315,671 | 6,495,075 | 6,710,667 |
| Total Expenditure..... | 26,551,991 | 24,128,802 | 24,587,408 |

COMPTROLLER OF MARYLAND

E00A05.01 COMPLIANCE ADMINISTRATION - COMPLIANCE DIVISION

PROGRAM DESCRIPTION

The Compliance Division is responsible for the enforcement of all tax laws administered by the Comptroller and for administering the Uniform Disposition of Unclaimed Property. Primary functions include auditing, collections, and various discovery activities. In conjunction with these activities, the division handles the levying of assessments, tax appeals, and legal enforcement.

MISSION

To encourage compliance with tax laws through aggressive, equitable and compassionate enforcement activities. All taxpayers will be treated fairly and will receive prompt courteous service.

VISION

All individuals and businesses will pay their fair share of taxes, allowing Maryland to provide excellent services to its citizens and promoting economic development through uniformly applied tax laws.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Maximize collection of past due taxes.

Objective 1.1 Notify 90% of taxpayers of past due amounts within 60 days of case first entering collection system for active collection.

Objective 1.2 Establish appropriate payment plans when necessary.

Objective 1.3 Use technology along with all available sources of collection information to identify taxpayer assets.

Objective 1.4 File liens, garnish salaries, and attach assets when necessary.

| | 2001 | 2002 | 2003 | 2004 |
|--|--------------------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of active delinquent inc. tax cases as of 6/30 | 106,023 | 79,219 | 85,000 | 85,000 |
| Number of active delinquent business tax cases as of 6/30 | 27,087 | 30,379 | 30,000 | 30,000 |
| Cost of collecting – business | * | 4,740,000 | 4,900,000 | 5,000,000 |
| Cost of collecting – individual | * | 5,070,000 | 5,200,000 | 5,400,000 |
| Outputs: Number of payment agreements entered | 27,436 | 29,511 | 30,000 | 30,000 |
| Number of cases certified to IRS for offset | 31,032 | 148,351 | 150,000 | 150,000 |
| Number of Individual Income Tax liens filed | 32,924 | 39,525 | 35,000 | 35,000 |
| Number of salary garnishments filed | 8,118 | 10,201 | 10,000 | 10,000 |
| Number of bank attachments filed | 3,457 | 3,807 | 4,000 | 4,000 |
| Number of Business Tax liens filed | 5,096 | 5,776 | 6,500 | 7,000 |
| Dollars collected on delinquent income tax cases | 95,957,274 | 116,712,712 | 100,000,000 | 105,000,000 |
| Dollars collected on delinquent business tax cases | ¹ 190,406,338 | 155,103,848 | 175,000,000 | 200,000,000 |
| Quality: Percentage of cases notified within 60 days | * | 100% | 100% | 100% |

¹ Figure is estimated due to payment processing errors in November and December.

* Began reporting in FY 2003.

COMPTROLLER OF MARYLAND

E00A05.01 COMPLIANCE ADMINISTRATION - COMPLIANCE DIVISION (Continued)

Goal 2. Encourage voluntary business tax compliance and identify non-compliant businesses through a highly efficient and effective business tax audit program.

Objective 2.1 Develop a cross sectional audit selection program based on the number of accounts, volume of receipts, history of compliance, and results of previous audits for each tax type and business activity.

Objective 2.2 Use available technology and appropriate audit techniques to minimize audit time.

Objective 2.3 Cross train audit staff in multiple taxes to accomplish efficient, complete audit.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Estimated number of Business tax accounts as of 6/30 | 250,000 | 250,000 | 250,000 | 250,000 |
| Cost of dollars assessed | * | 6,780,000 | 7,000,000 | 7,200,000 |
| Outputs: Number of Business tax audits and investigations | 1,423 | 1,561 | 1,450 | 1,520 |
| Dollars assessed for Business Taxes | 46,331,827 | 56,217,397 | 50,000,000 | 52,000,000 |
| Percent of auditors (employed for at least 18 months) cross trained | * | 88.2% | 95% | 95% |
| Quality: Percentage of accounts audited or investigated | * | .6% | .6% | .6% |

* Began reporting in FY 2003.

Goal 3. Identify non-compliant taxpayers through various discovery activities.

Objective 3.1 Use federal tax data to identify individuals not in compliance with Maryland tax laws, beginning each program within 120 days of the last extension period or 120 days of notification by IRS.

Objective 3.2 Develop automated match programs with various sources to identify non-compliant businesses and individuals.

Objective 3.3 Develop one new match program each year.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of 1st notices sent for Individual Income Tax | 59,093 | 49,556 | 55,000 | 57,000 |
| Number of Business Tax notices sent | 8,070 | 5,603 | 6,000 | 6,000 |
| Cost of dollars assessed | * | 3,680,000 | 3,800,000 | 3,900,000 |
| Outputs: Number of Individual Income Tax assessments | 39,469 | 46,564 | 50,000 | 51,000 |
| Dollars assessed for Individual Income Tax | 67,645,786 | 121,285,227 | 105,000,000 | 105,000,000 |
| Dollars assessed for Business Tax | 2,633,950 | 4,150,085 | 4,000,000 | 4,000,000 |
| Quality: Percent of federal match programs begun within 120 days | * | 100% | 100% | 100% |
| Number of new automated match programs begun | * | 1 | 1 | 1 |

* Began reporting in FY 2003.

Goal 4. Provide all taxpayers with a fair and timely appeal.

Objective 4.1 Assign a qualified hearing officer to review each contested assessment.

Objective 4.2 Finalize 90% of appeals within 90 days of the hearing unless taxpayer requests additional time.

Objective 4.3 Advise all taxpayers of the appeal process beyond the hearing officer.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of timely appeals received | 907 | 1,006 | 1,000 | 1,000 |
| Number of late appeals received | 133 | 250 | 250 | 250 |
| Number of hearings held | 434 | 583 | 575 | 575 |
| Outputs: Number of appeals resolved without a hearing | 517 | 451 | 450 | 450 |
| Number of appeals finalized within 90 days | 326 | 1,171 | 1,140 | 1,140 |
| Number of appeals finalized | 970 | 1,212 | 1,200 | 1,200 |
| Outcome: Percentage of appeals finalized within 90 days | * | 96.6% | 95% | 95% |

* Began reporting in FY 2003.

COMPTROLLER OF MARYLAND

E00A05.01 COMPLIANCE ADMINISTRATION - COMPLIANCE DIVISION (Continued)

Goal 5. Identify unclaimed property and present it to the rightful owners.

Objective 5.1 Identify the holders of unclaimed property and obtain reports listing the properties and their owners.

Objective 5.2 Participate in programs to locate owners.

Objective 5.3 90% of names will be added to system within 90 days of due date of report by holders.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|---|----------------|--------------------|-------------------|-------------------|
| Inputs: Number of Unclaimed Property holder reports received | 16,279 | 17,264 | 17,000 | 17,000 |
| Number of new owners added to file | 40,652 | 38,289 | 80,000 | 80,000 |
| Outputs: Number of notices sent to owners | 28,349 | 34,711 | 70,000 | 75,000 |
| Number of Unclaimed Property claims paid | 10,002 | 9,619 | 20,000 | 20,000 |
| Dollars of Unclaimed Property reported | 53,340,507 | 44,689,047 | 90,000,000 | 90,000,000 |
| Outcomes: Dollars of Unclaimed Property paid to owners | 11,912,666 | 10,883,114 | 22,000,000 | 22,000,000 |
| Quality: Percentage of names added to system within 90 days | * | ¹ 53.5% | 90% | 90% |

* Began reporting in FY 2003.

¹ Data entry was slowed due to implementation and start up of new electronic imaging system.

COMPTROLLER OF MARYLAND

COMPLIANCE DIVISION

E00A05.01 COMPLIANCE ADMINISTRATION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 332.20 | 328.20 | 328.20 |
| Number of Contractual Positions..... | 9.00 | 16.00 | 19.00 |
| 01 Salaries, Wages and Fringe Benefits..... | 16,781,267 | 16,556,970 | 16,811,346 |
| 02 Technical and Special Fees..... | 373,971 | 535,745 | 533,239 |
| 03 Communication..... | 705,194 | 841,687 | 866,968 |
| 04 Travel..... | 206,643 | 233,850 | 205,337 |
| 07 Motor Vehicle Operation and Maintenance | 110,540 | 92,130 | 77,177 |
| 08 Contractual Services..... | 5,318,189 | 5,472,155 | 5,766,911 |
| 09 Supplies and Materials..... | 211,247 | 159,450 | 196,777 |
| 10 Equipment—Replacement..... | 435,459 | 31,995 | |
| 11 Equipment—Additional..... | 359,361 | 47,175 | 20,000 |
| 12 Grants, Subsidies and Contributions..... | | 6,800 | 6,800 |
| 13 Fixed Charges..... | 83,167 | 100,345 | 97,103 |
| 14 Land and Structures..... | 22,591 | 50,500 | 5,750 |
| Total Operating Expenses..... | 7,452,391 | 7,036,087 | 7,242,823 |
| Total Expenditure..... | 24,607,629 | 24,128,802 | 24,587,408 |
| Original General Fund Appropriation..... | 17,422,791 | 17,736,361 | |
| Transfer of General Fund Appropriation..... | 1,550,000 | -102,634 | |
| Total General Fund Appropriation..... | 18,972,791 | 17,633,727 | |
| Less: General Fund Reversion/Reduction..... | 736,471 | | |
| Net General Fund Expenditure..... | 18,236,320 | 17,633,727 | 17,876,741 |
| Special Fund Expenditure..... | 6,371,309 | 6,495,075 | 6,710,667 |
| Total Expenditure..... | 24,607,629 | 24,128,802 | 24,587,408 |

Special Fund Income:

| | | | |
|--|-----------|-----------|-----------|
| E00352 Used Tire Fee | 116,989 | 132,052 | 131,642 |
| E00353 Admissions and Amusement Tax..... | 1,338,300 | 1,364,809 | 1,313,670 |
| E00354 Unclaimed Property | 2,082,783 | 2,473,871 | 2,568,750 |
| E00355 Income Tax Private Collectors..... | 1,535,941 | 1,373,017 | 1,578,844 |
| E00358 Boxing and Wrestling Tax | 9,229 | 15,000 | 15,000 |
| E00372 Cigarette Sales Below Cost Act..... | 56,143 | 57,098 | 56,429 |
| E00381 Motor Fuel Tax..... | 1,231,924 | 1,079,228 | 1,046,332 |
| Total..... | 6,371,309 | 6,495,075 | 6,710,667 |

COMPTROLLER OF MARYLAND

E00A05.02 TAX AMNESTY ADMINISTRATION—COMPLIANCE DIVISION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|------------------|-----------------------|-------------------|
| Number of Contractual Positions..... | 7.00 | | |
| 01 Salaries, Wages and Fringe Benefits..... | <u>37,399</u> | | |
| 02 Technical and Special Fees..... | <u>173,916</u> | | |
| 03 Communication..... | 30 | | |
| 04 Travel..... | 397 | | |
| 08 Contractual Services..... | 1,710,129 | | |
| 09 Supplies and Materials..... | <u>22,491</u> | | |
| Total Operating Expenses..... | <u>1,733,047</u> | | |
| Total Expenditure..... | <u>1,944,362</u> | | |
| Special Fund Expenditure..... | <u>1,944,362</u> | | |
| Special Fund Income: | | | |
| E00359 Tax Amnesty Revenue..... | <u>1,944,362</u> | | |

COMPTROLLER OF MARYLAND

E00A06.01 FIELD ENFORCEMENT ADMINISTRATION - FIELD ENFORCEMENT DIVISION

PROGRAM DESCRIPTION

The Field Enforcement Division is the enforcement arm of the Comptroller of Maryland. It is comprised of four sections – the enforcement agents, the inspectors, the Business License Bureau and the Motor Fuel Lab. The enforcement agents and inspectors are responsible for the detection and enforcement of the revenue laws relating to alcoholic beverages, cigarette taxes, motor fuel and sales and use taxes. The tasks performed to complete this function include conducting investigations, arresting violators and performing compliance inspections for proper licenses. The Business License Bureau is responsible for the issuance of over 85,000 business licenses and coordinating license issues with the clerk of the courts in all counties. The Motor Fuel Lab is responsible for testing motor fuel to ensure proper quality fuel is sold to consumers across the state. They are also responsible for testing alcohol.

MISSION

Pursue all legal and reasonable means to identify and collect all revenue due the Comptroller of Maryland as provided by the Maryland Constitution and statutes as enacted by the General Assembly.

VISION

To secure voluntary compliance to the revenue laws of the State through a program of enforcement and education, maximizing state revenue while fostering fair tax treatment for Maryland businesses and individuals.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To encourage businesses to obtain and renew the proper licenses required by the State of Maryland.

Objective 1.1 Through diligent inspections decrease the number of delinquent business licenses by 5% over the prior year.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: The number of licenses administered | 82,670 | 85,389 | 87,950 | 90,591 |
| Outputs: The number of delinquent licenses | 17,353 | 2,791 | 2,651 | 2,519 |
| The number of citations issued for license violations | 936 | 1,383 | 1,314 | 1,248 |
| Outcomes: Percentage reduction in delinquent licenses from prior year | -6.56% | -.84% | -5.00% | -5.00% |

Goal 2. To improve voluntary compliance with the use tax laws of the State of Maryland.

Objective 2.1 To increase the awareness of the use tax through education.

Objective 2.2 To identify violators and thereby increase the amount of use tax collections by 5% over prior year.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: The number of delivery vehicles inspected | 45 | 318 | 125 | 131 |
| Outputs: The number of use tax violations identified | 495 | 658 | 598 | 628 |
| Inputs: The number of delinquent licenses referred for collection | 205 | 423 | 479 | 503 |
| Output: Amount of use tax collected | 401,352 | 467,425 | 490,796 | 515,336 |
| Outcome: Percentage increase in collections over prior year | -32.18% | +16.46% | +5.00% | +5.00% |

Goal 3. Strict enforcement of laws pertaining to untaxed cigarettes to deter illegal cigarettes from coming into the state and to decrease lost revenues.

Objective 3.1 Conduct importation and interdiction initiatives to increase seizures of cigarettes by 5% over the prior year.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: The number of arrests | 73 | 74 | 90 | 95 |
| Outputs: The number of untaxed cigarette packs confiscated | 212,656 | 163,695 | 155,510 | 147,734 |
| Outcome: Percentage increase in cigarette seizures over prior year | +16.10% | -23.02% | +5.00% | +5.00% |

COMPTROLLER OF MARYLAND

E00A06.01 FIELD ENFORCEMENT ADMINISTRATION - FIELD ENFORCEMENT DIVISION (Continued)

Goal 4. Ensure that Maryland's motor fuels meet the highest quality standards.

Objective 4.1 Increase inspection and lab analysis of motor fuels available in the State by 5% each year.

| | 2001 | 2002 | 2003 | 2004 |
|---|--------|---------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: The number of motor fuel samples collected | 12,039 | 17,281 | 18,145 | 19,052 |
| Outputs: The number of sample violations | 202 | 177 | 185 | 195 |
| Outcome: Percentage increase in sample collections over prior year | +6.98% | +43.00% | +5.00% | +5.00% |

Note: N/A – not available.

COMPTROLLER OF MARYLAND

FIELD ENFORCEMENT DIVISION

E00A06.01 FIELD ENFORCEMENT ADMINISTRATION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 51.00 | 50.00 | 50.00 |
| Number of Contractual Positions..... | .50 | | |
| 01 Salaries, Wages and Fringe Benefits..... | 3,059,037 | 3,153,231 | 3,134,886 |
| 02 Technical and Special Fees..... | 24,471 | 12,828 | 13,839 |
| 03 Communication..... | 54,608 | 77,498 | 64,347 |
| 04 Travel..... | 11,999 | 43,520 | 14,207 |
| 06 Fuel and Utilities..... | 37,262 | 51,142 | 51,142 |
| 07 Motor Vehicle Operation and Maintenance | 251,579 | 241,720 | 236,391 |
| 08 Contractual Services..... | 183,097 | 152,307 | 209,282 |
| 09 Supplies and Materials..... | 109,692 | 61,185 | 81,650 |
| 10 Equipment—Replacement..... | 29,396 | 144,205 | 132,144 |
| 11 Equipment—Additional..... | 42,289 | 28,703 | 33,002 |
| 13 Fixed Charges..... | 6,767 | 27,972 | 24,335 |
| 14 Land and Structures..... | 9,250 | | |
| Total Operating Expenses..... | 735,939 | 828,252 | 846,500 |
| Total Expenditure..... | 3,819,447 | 3,994,311 | 3,995,225 |
| Original General Fund Appropriation..... | 1,939,920 | 2,174,611 | |
| Transfer of General Fund Appropriation..... | 180,000 | -15,852 | |
| Total General Fund Appropriation..... | 2,119,920 | 2,158,759 | |
| Less: General Fund Reversion/Reduction..... | 38,761 | | |
| Net General Fund Expenditure..... | 2,081,159 | 2,158,759 | 2,219,773 |
| Special Fund Expenditure..... | 1,738,288 | 1,835,552 | 1,775,452 |
| Total Expenditure..... | 3,819,447 | 3,994,311 | 3,995,225 |
| Special Fund Income: | | | |
| E00381 Motor Fuel Tax..... | 1,738,288 | 1,835,552 | 1,775,452 |

COMPTROLLER OF MARYLAND

E00A07.01 ALCOHOL AND TOBACCO TAX ADMINISTRATION – ALCOHOL AND TOBACCO TAX DIVISION

PROGRAM DESCRIPTION

The Alcohol and Tobacco Tax Division operates under Article 2B, Title 16 of the Business Regulation Article, Commercial Law, Section 11-501 through Section 11-510, and Tax-General Article, Titles 1, 2, 5, 12, and 13 of the Annotated Code of Maryland. This Division administers laws and regulations pertaining to alcohol beverages and tobacco. It is responsible for regulating the manufacture, storage, transportation, sales, and distribution of alcoholic beverages and cigarettes and collecting the excise tax on beer, wine, distilled spirits, and cigarettes. In fulfillment of its responsibilities, this division issues licenses and permits, maintains alcoholic beverage price filings and credit control lists, and promotes fair trade practices in accordance with the law.

MISSION

The Alcohol and Tobacco Tax Division is dedicated to serving the citizens of Maryland by responsibly managing public resources and carrying out its duties and responsibilities in an equitable, efficient and effective manner. The division is responsible for regulating the manufacture, sale, storage, transportation, distribution, and promotion of alcohol and tobacco products and collecting the alcohol and tobacco excise taxes.

VISION

The Alcohol and Tobacco Tax Division will foster a harmonious relationship among all segments of the alcohol and tobacco industries, while carrying out legislative mandates and executive direction in the best interest of the consumers and taxpayers of Maryland.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To administer fair alcohol and tobacco tax and regulatory practices throughout the industry.

Objective 1.1 Increase participation in the “Industry Forum” program by 10% per year.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Number of Industry Forum participants | 22 | 24 | 26 | 29 |
| Outcomes: Percentage of increase in Industry Forum participation over prior year | 2200% | 10% | 10% | 10% |

Goal 2. To use state of the art technology to provide Maryland businesses with alcohol and tobacco-related information.

Objective 2.1 Design in fiscal year 2003 a modified, automated wine and spirits price-filing system so that wholesalers may add and change prices via the Internet, whereby paper filings would be reduced by 20% below prior year.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Number of paper filings | * | * | * | * |
| Number of Internet filings | * | * | * | * |
| Outcomes: Percentage of paper filings reduced from prior year | * | * | * | * |

* New measures for which data is not available.

COMPTROLLER OF MARYLAND

ALCOHOL AND TOBACCO TAX DIVISION

E00A07.01 ALCOHOL AND TOBACCO TAX ADMINISTRATION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 22.00 | 21.00 | 21.00 |
| 01 Salaries, Wages and Fringe Benefits | 1,149,837 | 1,109,104 | 1,131,088 |
| 02 Technical and Special Fees | 41,546 | 1,250 | 1,250 |
| 03 Communication | 43,779 | 46,322 | 52,729 |
| 04 Travel | 10,869 | 23,362 | 10,986 |
| 08 Contractual Services | 259,990 | 422,438 | 377,450 |
| 09 Supplies and Materials | 167,803 | 189,718 | 213,800 |
| 10 Equipment—Replacement | 7,500 | 6,801 | 11,100 |
| 11 Equipment—Additional | 21,634 | 300 | 4,910 |
| 13 Fixed Charges | 5,783 | 5,223 | 5,900 |
| 14 Land and Structures | 6,438 | | |
| Total Operating Expenses | 523,796 | 694,164 | 676,875 |
| Total Expenditure | 1,715,179 | 1,804,518 | 1,809,213 |
| Original General Fund Appropriation | 1,812,407 | 1,780,449 | |
| Transfer of General Fund Appropriation | -105,000 | -11,279 | |
| Total General Fund Appropriation | 1,707,407 | 1,769,170 | |
| Less: General Fund Reversion/Reduction | 26,725 | | |
| Net General Fund Expenditure | 1,680,682 | 1,769,170 | 1,770,981 |
| Special Fund Expenditure | 34,497 | 35,348 | 38,232 |
| Total Expenditure | 1,715,179 | 1,804,518 | 1,809,213 |
| Special Fund Income: | | | |
| E00372 Cigarette Sales Below Cost Act | 34,497 | 35,348 | 38,232 |

COMPTROLLER OF MARYLAND

E00A08.01 MOTOR FUEL TAX ADMINISTRATION – MOTOR FUEL TAX DIVISION

PROGRAM DESCRIPTION

The Motor Fuel Tax Division functions under the provisions set forth in Titles 1, 2, 9, and 13 of the Tax General Article and Titles 1 and 10 of the Business Regulation Article. This office administers the motor carrier tax, motor fuel taxes, and the motor fuel and lubricants laws.

MISSION

To provide for the efficient and fair collection of motor fuel and motor carrier taxes while protecting consumers from fraud and deceptive practices.

VISION

The Motor Fuel Tax Division will achieve a national reputation for its leadership in motor fuel tax administration.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To efficiently and effectively collect and distribute motor fuel taxes due the State and fuel use taxes for jurisdictions participating in the International Fuel Tax Agreement (IFTA).

Objective 1.1 To receive 90% of all total motor fuel tax revenue by electronic funds transfer (EFT).

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| | Actual | Actual | Estimated | Estimated |
| Performance Measures | | | | |
| Inputs: Dollar amount of EFT remittances (millions) | \$650.5 | \$688.5 | \$650.8 | \$654.8 |
| Outputs: Total revenue received (EFT and Non-EFT) (millions) | \$710.6 | \$720.8 | \$723.1 | \$727.6 |
| Number of tax remittances submitted by EFT | 1657 | 2132 | 1650 | 1650 |
| Average amount of EFT remittance | \$392,600 | \$323,142 | \$394,424 | \$396,848 |
| Efficiency: Percentage of total tax revenue received by EFT | 91.5% | 95.6% | 90.0% | 90.0% |
| Percentage of EFT transactions to total transactions | 13.1% | 16.5% | 15% | 15% |
| Quality: Percentage of EFT payments received timely | 85.5% | 98.5% | 100% | 100% |
| | | | | |
| | 2001 | 2002 | 2003 | 2004 |
| | Actual | Actual | Estimated | Estimated |
| Other Measures | | | | |
| Licensed Motor Fuel Accounts | 1,059 | 1,020 | 1,050 | 1,050 |
| Special Fuel Exemption Accounts | 7,373 | 7,299 | 7,400 | 7,400 |
| IFTA Motor Carrier Accounts | 5,493 | 5,535 | 5,500 | 5,500 |
| Motor Fuel Inspection Accounts | 8,156 | 8,805 | 7,700 | 7,800 |
| Petroleum Transporter Accounts | 440 | 460 | 450 | 450 |
| | | | | |
| Total | 22,521 | 23,119 | 22,100 | 22,200 |

Objective 1.2 Make timely funding settlement by 2 days before the end of each calendar month to initiate funds distribution to IFTA jurisdictions.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| | Actual | Actual | Estimated | Estimated |
| Performance Measures | | | | |
| Inputs: Annual number of ACH EFTs made to the IFTA | | | | |
| Regional Processing Center settlement account | 12 | 12 | 12 | 12 |
| Outputs: Number of timely ACH EFTs | 12 | 12 | 12 | 12 |
| Efficiency: Percentage of timely funding settlements | 100% | 100% | 100% | 100% |
| Outcome: Amount of annual ACH EFTs into the IFTA | | | | |
| Regional Processing Center settlement account (net) | \$5,064,034 | \$5,343,794 | \$5,850,000 | \$5,950,000 |
| Quality: Average monthly ACH EFT amount | \$422,003 | \$445,316 | \$487,500 | \$495,833 |

COMPTROLLER OF MARYLAND

E00A08.01 MOTOR FUEL TAX ADMINISTRATION – MOTOR FUEL TAX DIVISION (Continued)

Goal 2. To promptly issue IFTA decals and licenses and process license applications.

Objective 2.1 By the end of the first quarter of fiscal year 2003 (9/30/02) deploy electronic credentialing capability at 100% of the Comptroller's Taxpayer Service Offices that will process license applications and issue IFTA decals electronically.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of Comptroller Branch Offices | 19 | 19 | 15 | 15 |
| Outputs: Number of Branch Offices that have access to on-line credentialing system | 1 | 19 | 15 | 15 |
| Objective percentage of Branch Offices to be completed | 0% | 0% | 100% | 100% |

Objective 2.2 Complete the annual IFTA renewal applications and Compliance Manual insertion into envelopes and mailing before Thanksgiving holiday annually.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Annual deadline date for mailing IFTA License & Decal Renewal Application Packet | 11/23/00 | 11/22/01 | 11/21/02 | 11/20/03 |
| Outputs: Number of IFTA renewal applications mailed | 5,455 | 5,402 | 5,500 | 5,600 |
| Quality: Percentage mailed before the mailing deadline | 100% | 100% | 100% | 100% |

Objective 2.3 Issue 33,000 IFTA decal sets before March 1 of each IFTA registration year.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of IFTA License & Decal Applications mailed | 5,455 | 5,402 | 5,500 | 5,600 |
| Outputs: Number of decal sets issued prior to March 1 of each registration year | 33,663 | 35,414 | 34,500 | 34,750 |

Note: * Data not yet available
N/A – not applicable

COMPTROLLER OF MARYLAND

MOTOR FUEL TAX DIVISION

E00A08.01 MOTOR FUEL TAX ADMINISTRATION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 23.00 | 22.00 | 22.00 |
| Number of Contractual Positions | | 1.00 | |
| 01 Salaries, Wages and Fringe Benefits | 1,311,318 | 1,198,937 | 1,254,139 |
| 02 Technical and Special Fees | 3,444 | 24,342 | 2,500 |
| 03 Communication | 61,339 | 85,759 | 93,263 |
| 04 Travel | 24,451 | 41,145 | 24,832 |
| 08 Contractual Services | 533,262 | 685,132 | 765,939 |
| 09 Supplies and Materials | 46,376 | 78,350 | 52,431 |
| 10 Equipment—Replacement | 16,875 | | 6,461 |
| 11 Equipment—Additional | 22,190 | | |
| 13 Fixed Charges | 166,397 | 127,829 | 138,830 |
| Total Operating Expenses | 870,890 | 1,018,215 | 1,081,756 |
| Total Expenditure | 2,185,652 | 2,241,494 | 2,338,395 |
| Special Fund Expenditure | 2,185,652 | 2,241,494 | 2,338,395 |
| Special Fund Income: | | | |
| E00381 Motor Fuel Tax | 2,185,652 | 2,241,494 | 2,338,395 |

COMPTROLLER OF MARYLAND

E00A09.01 PAYROLL MANAGEMENT – CENTRAL PAYROLL BUREAU

PROGRAM DESCRIPTION

Section 6-401 of the State Personnel and Pensions Article provides for a Central Payroll Bureau. The bureau issues approximately 100,000 payroll checks and direct deposits, on a bi-weekly basis, for 429 payrolls in three separate payroll systems.

MISSION

To process payroll and issue paychecks/deposit advices and wage statements for all permanent and contractual employees of the Legislative, Judicial and Executive branches of State government. To provide friendly and competent guidance to state agencies and deduction carriers regarding State policies and regulations, tax laws, deductions, and subsidies.

VISION

Paperless payroll systems whereby state agencies submit time records electronically, employee deduction authorizations are imaged, and payment of wages through direct deposit is maximized. Provide a fully functional and secure information warehouse that is accessible to all state control and user agencies.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASUREMENT

Goal 1. Process payroll and issue paychecks/deposit advices and wage statements for all employees

Objective 1.1 Process according to pre-established schedules, 100% of authorized and valid pay transactions received.

| Performance Measures | 2001 | 2002 | 2003 | 2004 |
|--|-----------|-----------|-----------|-----------|
| | Actual | Actual | Estimated | Estimated |
| Outputs: Number of checks and deposit advices issued | 2,655,690 | 2,715,829 | 2,720,000 | 2,725,000 |
| Percentage of Direct Deposit payments to total salary payments | 68.54 | 78.14 | 80.0 | 82.0 |
| Annual income tax statements issued | 138,734 | 141,189 | 142,000 | 142,000 |
| Percentage of pay transactions processed according to schedule | 100.0 | 100.00 | 100.0 | 100.0 |

Goal 2. Maximize use of electronic and automated transactions for the submission of personnel actions, employee deduction authorizations, and agency payroll certifications.

Objective 2.1 Introduce and strive for 100% participation of on-line entry of exception pay data and for the replacement of hard copy transactions to electronic and file generated transactions wherever an appropriate infrastructure for exchange exists and document maintenance requirements permit.

| Performance Measures | 2001 | 2002 | 2003 | 2004 |
|--|------------|------------|------------|------------|
| | Actual | Actual | Estimated | Estimated |
| Outputs: Annual payroll deductions processed | 20,500,500 | 22,944,690 | 23,000,500 | 23,000,500 |
| Percent of deductions established via electronic interface | 92 | 88.7 | 89 | 90 |
| Annual employee Payroll Master File records maintained | 161,262 | 150,622 | 155,000 | 160,000 |
| Percent of Personnel Actions received via electronic interface | 77 | 77 | 77 | 77 |
| Percent of Regular system payroll certifications via on line entry | 30.0 | 73.0 | 95.0 | 99.0 |
| Percent of Contractual system payroll certifications via on line entry | * | 74.0 | 95.0 | 99.0 |

COMPTROLLER OF MARYLAND

E00A09.01 PAYROLL MANAGEMENT – CENTRAL PAYROLL BUREAU (Continued)

Goal 3. Minimize on-site storage of physical documents by expanding usage of current imaging technology.

Objective 3.1 Expand the imaging system to include, at a minimum, 2 new documents types per year.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Output: Annual number of documents imaged | 55,000 | 153,774 | 160,000 | 170,000 |
| Number of document types imaged | 4 | 8 | 12 | 15 |

Goal 4. Subject to stringent security measures, make current and prior payroll data available to all state agencies for on-line inquiry, and ad hoc reporting as well as retrieval of information from the payroll manual.

Objective 4.1. Make available on-line pay transaction access and history inquiry to all state agencies to exclusively process and/or examine their own payroll transactions.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Quality: Percentage of agencies using online access to their agency payroll records | 59 | 85.8 | 95 | 99 |
| Percentage of employee population accessed via agencies on-line | 84 | 94.1 | 95 | 99 |

Objective 4.2 Initiate a comprehensive revision of the Statewide Payroll System Manual specifically designed for on-line use.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Output: Percentage of Payroll Manual Revised | * | 10.0 | 75.0 | 100 |

Note: *New measures for which data is not available.

COMPTROLLER OF MARYLAND

CENTRAL PAYROLL BUREAU

E00A09.01 PAYROLL MANAGEMENT

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 38.50 | 37.50 | 37.50 |
| Number of Contractual Positions..... | 1.00 | 1.00 | |
| 01 Salaries, Wages and Fringe Benefits..... | 1,884,292 | 1,906,454 | 1,969,551 |
| 02 Technical and Special Fees..... | 17,040 | 37,575 | |
| 03 Communication..... | 56,030 | 65,281 | 69,765 |
| 04 Travel..... | 3,317 | 9,650 | 1,250 |
| 08 Contractual Services..... | 1,408,640 | 1,441,060 | 1,440,445 |
| 09 Supplies and Materials..... | 88,503 | 67,500 | 69,300 |
| 10 Equipment—Replacement..... | 159,278 | 5,200 | 9,000 |
| 11 Equipment—Additional..... | 51,775 | | |
| 13 Fixed Charges..... | 1,699 | 2,978 | 3,250 |
| Total Operating Expenses..... | 1,769,242 | 1,591,669 | 1,593,010 |
| Total Expenditure..... | 3,670,574 | 3,535,698 | 3,562,561 |
| Original General Fund Appropriation..... | 3,612,433 | 3,555,198 | |
| Transfer of General Fund Appropriation..... | 105,000 | -19,500 | |
| Total General Fund Appropriation..... | 3,717,433 | 3,535,698 | |
| Less: General Fund Reversion/Reduction..... | 46,859 | | |
| Net General Fund Expenditure..... | 3,670,574 | 3,535,698 | 3,562,561 |

COMPTROLLER OF MARYLAND

E00A10.01 TECHNOLOGY SUPPORT AND COMPUTER CENTER OPERATIONS - INFORMATION TECHNOLOGY DIVISION

PROGRAM DESCRIPTION

The Information Technology Division is responsible for the overall management and direction of the agency's information technology efforts. The division provides technology support for the agency's divisions and units, as well as the twenty-four (24) Registers of Wills offices, and serves as the principal information technology advisor to the Comptroller, Deputy Comptroller, executive staff, and division directors. The division also operates the Annapolis Data Center, which provides mainframe computer services for nine (9) primary and fifteen (15) secondary user agencies. The division's operational costs are fully reimbursable from customer agencies via a charge back billing process which produces a monthly invoice for computer usage and services rendered.

MISSION

To provide technology management and support to all divisions and units of the Comptroller's Office and Registers of Wills offices throughout the State, and to operate the Annapolis Data Center providing mainframe computer processing and online connectivity for users in the Comptroller's Office and for twenty-four State agency customers of the Annapolis Data Center.

VISION

Our customers will have instantaneous, around-the-clock access to all tax information and services online. All financial transactions with our customers will be performed online. Our business processes will incorporate technology seamlessly, so that all processes are performed swiftly, efficiently, and with substantial cost savings. Instead of performing manual, repetitive tasks, our employees will spend their time and effort providing services to our customers and looking for new ways to improve the services we provide to our customers.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Continue to provide efficient reliable service to Annapolis Data Center customer agencies while meeting established goals.

Objective 1.1 ADC mainframe computer available for customer processing at least 98% of the time (24 hrs. a day, 7 days a week).

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total hours measured (24x365) | 8,760 | 8,760 | 8,760 | 8,760 |
| Output: Total hours the Mainframe System was available | 8,727 | 8,720 | 8,585 | 8,585 |
| Outcome: Percentage of hours the Mainframe System was available | 99.6% | 99.5% | 98% | 98% |

Objective 1.2 Online systems available 98% of the time between 7:00 a.m. and 7:00 p.m., Monday through Friday.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total hours measured (12x5x52) | 3,120 | 3,120 | 3,120 | 3,120 |
| Output: Total hours the Online System was available | 3,109 | 3,109 | 3,057 | 3,057 |
| Outcome: Percentage of hours the Online System was available | 99.7% | 99.7% | 98% | 98% |

Objective 1.3 Three (3) second or less internal response time for 98% of all CICS online transactions.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total number online transactions | 467,319,001 | 627,153,443 | 700,000,000 | 775,000,000 |
| Output: Total online transactions 3 seconds or less | 464,604,407 | 624,017,676 | 686,000,000 | 759,500,000 |
| Outcome: Percentage of transactions 3 seconds or less | 99.4% | 99.5% | 98% | 98% |

COMPTROLLER OF MARYLAND

E00A10.01 TECHNOLOGY SUPPORT AND COMPUTER CENTER OPERATIONS - INFORMATION TECHNOLOGY DIVISION (Continued)

Objective 1.4 To provide courteous professional assistance with problem resolution for ADC customers.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total number problems handled through the help desk | 6,425 | 9,856 | 10,000 | 10,000 |
| Outcome: Percentage of surveyed customers "satisfied" with Help Desk Services | * | 92% | 90% | 95% |
| Outcome: Percentage of surveyed Customers "satisfied" with problem resolution | * | 94% | 90% | 95% |

Objective 1.5 Provide "hotsite" disaster recovery services that will be operational within 48 hours of a declared disaster at the Annapolis Data Center.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: "Hotsite" recovery services contract in place | yes | yes | yes | yes |
| Output: Test recovery procedures twice annually | * | yes | yes | yes |
| Outcome: Proven and tested "hotsite" recovery plan | * | yes | yes | yes |

Goal 2. Enhance and maintain the agency's Information Technology (IT) infrastructure— hardware, software, and processes.

Objective 2.1 Enhance reliability, functionality, and security of Comptroller's Website by upgrading the servers, firewalls, software tools, etc. to support additional citizen access and new web applications.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measure | Actual | Actual | Estimated | Estimated |
| Input: Funding for Web support | \$457,743 | \$441,233 | \$599,332 | \$620,000 |
| Outcome: Hits on the Comptroller's WEB site | 30.6 million | 39.3 million | 43 million | 47 million |
| Tax forms and publications downloaded | 2.1 million | 2.5 million | 2.5 million | 2.6 million |
| Unclaimed Property searches | 267,757 | 242,883 | 255,000 | 265,000 |
| Internet Tax Filings | 18,950 | 58,197 | 100,000 | 160,000 |

Objective 2.2 Implement web enabled applications , services and information to the citizens of Maryland in accordance with House Bill 274.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measure | Actual | Actual | Estimated | Estimated |
| Input: Funding for contractual services for the development of Web based applications | \$626,855 | \$155,942 | \$300,000 | \$100,000 |
| Outcome: Percentage of services and information web enabled | 79.4% | 93% | 95% | 96% |

COMPTROLLER OF MARYLAND

E00A10.01 TECHNOLOGY SUPPORT AND COMPUTER CENTER OPERATIONS - INFORMATION TECHNOLOGY DIVISION (Continued)

Goal 3. Recruit and retain highly skilled technical staff and develop a knowledge-based workforce to maintain and enhance automated systems to perform the business function for the Comptroller's Office.

Objective 3.1 Retain 90% of skilled IT staff.

| | 2001 | 2002 | 2003 | 2004 |
|--|--------|--------|-----------|-----------|
| Performance Measure | Actual | Actual | Estimated | Estimated |
| Input: Total number skilled IT positions | 77 | 86 | 86 | 86 |
| Output: Total number of skilled IT staff retained | 73 | 83 | 77 | 77 |
| Outcome: Percentage of skilled IT staff retained | 94.8% | 96.5% | 90% | 90% |

Objective 3.2 Continue the use of in-house, out of state and the Department of Budget & Management's initiatives to train end users in the Comptroller's Business Units.

| | 2001 | 2002 | 2003 | 2004 |
|--|--------|--------|-----------|-----------|
| Performance Measure | Actual | Actual | Estimated | Estimated |
| Input: Estimated number of employees to be trained | 825 | 900 | 1,000 | 1,000 |
| Output: Total employees trained | 827 | 1,155 | 1,000 | 1,000 |
| Quality: Percentage of employees trained vs. estimate | 100% | 128% | 100% | 100% |

Objective 3.3 Provide training for technical staff on an annual basis to implement new innovations in technology and enhance skill sets.

| | 2001 | 2002 | 2003 | 2004 |
|---|--------|--------|-----------|-----------|
| Performance Measure | Actual | Actual | Estimated | Estimated |
| Input: Total technical staff positions | 77 | 86 | 86 | 86 |
| Output: Total personnel trained | 42 | 43 | 34 | 34 |
| Quality: Percentage of technical staff trained | 55% | 50% | 40% | 40% |

Objective 3.4 Balance the priorities, expectations and utilization of resources to satisfy the customer's of the application development staff.

| | 2001 | 2002 | 2003 | 2004 |
|---|--------|--------|-----------|-----------|
| Performance Measure | Actual | Actual | Estimated | Estimated |
| Input: Develop survey to measure customer satisfaction level | no | yes | yes | yes |
| Quality: Percentage of customer satisfaction level | * | 100% | 90% | 95% |

* New measure for which data is not currently available.

COMPTROLLER OF MARYLAND

INFORMATION TECHNOLOGY DIVISION

E00A10.01 TECHNOLOGY SUPPORT AND COMPUTER CENTER OPERATIONS

Appropriation Statement:

| | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|-------------------|-------------------|
| Number of Authorized Positions | 161.00 | 157.00 | 157.00 |
| Number of Contractual Positions | 2.00 | 5.00 | 2.00 |
| 01 Salaries, Wages and Fringe Benefits | 9,730,483 | 10,046,626 | 10,067,580 |
| 02 Technical and Special Fees | 61,063 | 151,367 | 91,315 |
| 03 Communication | 133,165 | 130,900 | 184,774 |
| 04 Travel | 37,658 | 40,000 | 37,855 |
| 07 Motor Vehicle Operation and Maintenance | 7,920 | 10,200 | 25,068 |
| 08 Contractual Services | 7,967,763 | 9,637,230 | 7,249,358 |
| 09 Supplies and Materials | 446,099 | 568,000 | 656,376 |
| 10 Equipment—Replacement | 402,900 | 298,923 | 375,909 |
| 11 Equipment—Additional | 2,125,712 | 3,182,564 | 2,753,369 |
| 13 Fixed Charges | 375,322 | 349,426 | 330,897 |
| 14 Land and Structures | 594 | | |
| Total Operating Expenses | 11,497,133 | 14,217,243 | 11,613,606 |
| Total Expenditure | 21,288,679 | 24,415,236 | 21,772,501 |
| Reimbursable Fund Expenditure | 21,288,679 | 24,415,236 | 21,772,501 |

Reimbursable Fund Income:

| | | | |
|--|--------|--------|--------|
| B75A01 Department of Legislative Services | 21,457 | 60,620 | 50,000 |
| C00A00 Judiciary | 10,154 | 10,216 | 11,000 |
| C80B00 Office of the Public Defender | 4,674 | 2,894 | 4,500 |
| C81C00 Office of the Attorney General | 1,011 | 1,866 | 1,500 |
| C82D00 Office of the State Prosecutor | 185 | 111 | 200 |
| C85E00 Maryland Tax Court | 12 | 30 | 20 |
| C90G00 Public Service Commission | 545 | 735 | 600 |
| C91H00 Office of People's Counsel | 266 | 197 | 300 |
| C94I00 Subsequent Injury Fund | 506 | 474 | 500 |
| C98F00 Workers' Compensation Commission | 4,099 | 2,276 | 4,000 |
| D05E01 Board of Public Works | 2,512 | 304 | 2,500 |
| D10A01 Executive Department—Governor | 3,025 | 3,505 | 3,000 |
| D25E03 Interagency Committee for Public School Construction | 427 | 307 | 400 |
| D26A07 Department of Aging | 385 | 456 | 400 |
| D27L00 Commission on Human Relations | 1,606 | 2,400 | 2,000 |
| D28A03 Maryland Stadium Authority | 929 | 1,340 | 1,000 |
| D30N00 Maryland Food Center Authority | 346 | 399 | 375 |
| D38I01 State Board of Elections | 13,959 | 40,943 | 20,000 |
| D39S00 Maryland State Board of Contract Appeals | 16 | 148 | 100 |
| D40W01 Office of Planning | 910 | 1,100 | 1,100 |
| D50H01 Military Department Operations and Maintenance | 4,367 | 4,927 | 4,500 |
| D53T00 Maryland Institute for Emergency Medical Services Systems | 1,381 | 1,588 | 1,200 |
| D55P00 Department of Veterans Affairs | 835 | 892 | 900 |
| D60A10 State Archives | 1,776 | 18,650 | 2,500 |
| D80Z01 Maryland Insurance Administration | 1,271 | 1,510 | 1,500 |
| D86Y00 Governor's Work Force Investment Board | 50 | 58 | 50 |
| D90U00 Canal Place Preservation and Development Authority | 165 | 115 | 150 |
| D99A11 Office of Administrative Hearings | 1,063 | 1,359 | 1,000 |

COMPTROLLER OF MARYLAND

**E00A10.01 TECHNOLOGY SUPPORT AND COMPUTER CENTER OPERATIONS—INFORMATION
TECHNOLOGY DIVISION**

Reimbursable Fund Income:

| | | | |
|---|-------------------|-------------------|-------------------|
| E00A01 Office of the Comptroller | 11,577,589 | 13,640,162 | 12,074,856 |
| E00902 Misc. Agencies and Adjustments..... | 802 | 1,595 | 1,500 |
| E20B01 Office of the State Treasurer | 441 | 461 | 450 |
| E50C00 State Department of Assessments and Taxation..... | 1,698,146 | 1,865,358 | 1,637,858 |
| E75D00 State Lottery Agency | 3,196 | 2,654 | 3,000 |
| E90G00 Registers of Wills | 45,061 | | |
| F10A01 Department of Budget and Management | 2,802,050 | 2,833,936 | 2,876,026 |
| F10A02 DBM-Office of Personnel Services and Benefits..... | 100,664 | 132,715 | 120,000 |
| G20J01 Maryland State Retirement and Pension Systems | 422,678 | 431,432 | 403,886 |
| G50L00 Teachers and Employees Supplemental Retirement Plans | 186 | 325 | 200 |
| H00A01 Department of General Services..... | 33,960 | 46,165 | 40,000 |
| J00A01 Department of Transportation | 11,959 | 9,951 | 12,000 |
| K00A01 Department of Natural Resources..... | 76,133 | 76,275 | 71,802 |
| L00A11 Department of Agriculture..... | 9,804 | 17,334 | 10,000 |
| M00A01 Department of Health and Mental Hygiene..... | 471,148 | 498,418 | 490,000 |
| M00Q01 DHMH-Medical Care Programs Administration..... | 2,282,575 | 2,920,263 | 2,292,330 |
| N00A01 Department of Human Resources | 232,974 | 236,859 | 224,381 |
| P00A01 Department of Labor, Licensing, and Regulation | 1,151,904 | 1,175,219 | 1,077,031 |
| Q00A01 Department of Public Safety and Correctional Ser- vices | 56,153 | 76,001 | 58,339 |
| R00A01 State Department of Education-Headquarters..... | 34,700 | 31,731 | 35,000 |
| R13M00 Morgan State University..... | 851 | 1,086 | 1,000 |
| R14D00 St. Mary's College of Maryland..... | 561 | 433 | 600 |
| R15P00 Maryland Public Broadcasting Commission | 2,688 | 3,830 | 3,000 |
| R30B22 USM-College Park Campus | 1,844 | 1,935 | 2,000 |
| R30B23 USM-Bowie State University..... | 941 | 1,255 | 1,000 |
| R30B24 USM-Towson University..... | 576 | 4,648 | 1,000 |
| R30B26 USM-Frostburg State University..... | 307 | 321 | 320 |
| R30B27 USM-Coppin State College..... | 184 | 280 | 200 |
| R30B28 USM-University of Baltimore | 341 | 333 | 350 |
| R30B29 USM-Salisbury State University | 331 | 278 | 400 |
| R60H00 Maryland Higher Education Investment Program..... | 312 | 221 | 250 |
| R62I00 Maryland Higher Education Commission | 3,063 | 3,712 | 3,000 |
| R95C00 Baltimore City Community College..... | 11,535 | 15,093 | 13,000 |
| R99E01 Maryland School for the Deaf—Frederick Campus | 8,196 | 9,888 | 8,500 |
| S00A20 Department of Housing and Community Development..... | 21,211 | 25,364 | 25,000 |
| T00A00 Department of Business and Economic Development... | 16,785 | 21,518 | 18,000 |
| U00A01 Maryland Department of the Environment..... | 79,946 | 91,716 | 80,777 |
| U10B00 Maryland Environmental Services..... | 71 | 131 | 150 |
| V00D01 Department of Juvenile Justice | 25,597 | 23,551 | 30,000 |
| W00A01 Maryland State Police | 23,284 | 53,369 | 40,000 |
| Total | 21,288,679 | 24,415,236 | 21,772,501 |

STATE TREASURER'S OFFICE

MISSION

The State Treasurer is responsible for the management and protection of State funds and property. In this capacity, the Treasurer selects and manages the depository facilities for State funds, issues or authorizes agents to issue payments of State funds, invests excess funds, safekeeps all State securities and investments, and provides insurance protection against sudden and unanticipated damage to State property or liability of State employees. The State Treasurer plans, prepares, and advertises State of Maryland General Obligation bond issues.

VISION

To make Maryland a state that maximizes its use of electronic commerce to efficiently and effectively manage cash and investments, minimize potential risks and unexpected losses and manage debt in order to confidently plan for the future and maintain the State's AAA bond rating.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Accurately reconcile all Treasury state bank accounts and working fund interest on a timely basis.

Objective 1.1 Reconcile the State's Main Depository, Main Disbursement and Income Tax Refund Accounts within thirty days of receipt of the bank statement.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Receipts (millions) | \$73,600 | \$82,372 | \$90,000 | \$1,000,000 |
| Transactions (millions) | 4,700,000 | 4,900,000 | 5,100,000 | \$5,300,000 |
| Number of Accounts to Reconcile | 6 | 6 | 6 | 6 |
| Outputs: Avg. Days to Reconcile Accounts | 180 | 30 | 20 | 20 |
| Quality: Number of months reconciled on time per year | 0 | 6 | 12 | 12 |

Goal 2. Maintain banking, investment, insurance and financial services that meet all the State's technical requirements and service quality objectives at the lowest possible cost.

Objective 2.1 Review all existing contracts for vendor compliance on an annual basis, at a minimum, and bid/rebid all banking services as required.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of primary banking service providers | 2 | 3 | 3 | 3 |
| Outputs: Number of contracts monitored | 5 | 6 | 6 | 6 |
| Number of months services met expectation | 10 | 12 | 12 | 12 |
| Quality: Identified contract deficiencies/errors | 2 | 3 | 1 | 0 |

Goal 3. Maximize investment earnings for the State's surplus funds in accordance with State law that stipulates investments are limited to secured bank accounts, full faith and credit obligations of the federal government, obligations of certain federal agencies or instrumentalities and repurchase agreements collateralized by those securities mentioned.

Objective 3.1 Earn a rate of return on the investment portfolio that exceeds the average 90-Day US Treasury Bill rate by 50 basis points on an annual basis

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Average 90-Day Treasury Bill Rate | 5.27% | 2.18% | 2.18% | 2.98% |
| Average Days to Maturity of Portfolio | 119 | 99 | 80 | 95 |
| Outputs: Average Return on Investment Portfolio | 5.93% | 2.98% | 2.75% | 3.50% |
| Outcome: Portfolio Basis Point (bp) Spread over 90-Day T-Bill Rate | 66bp | 80bp | 57bp | 52bp |

STATE TREASURER'S OFFICE

Objective 3.2 Increase the number of entities participating in the Local Government Investment Pool (LGIP) by 10 and increase the 2004 LGIP portfolio balance by 50% from the 2001 balance.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of participants (as of 06/30) | 266 | 276 | 286 | 296 |
| Fund Investment Balance (in millions - as of 06/30) | \$1,141 | \$1,452 | \$1,600 | \$1,800 |
| Outputs: Return on Investment Portfolio | 5.69% | 2.53% | 2.30% | 3.50% |
| Outcome: Increase in LGIP participants | 10 | 10 | 10 | 10 |
| Percent increase in LGIP Balance | 40% | 27% | 10% | 13% |

STATE TREASURER'S OFFICE

SUMMARY OF STATE TREASURER'S OFFICE

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|----------------|-----------------------|-------------------|
| Total Number of Authorized Positions..... | 52.00 | 53.00 | 53.00 |
| Total Number of Contractual Positions..... | 1.00 | | |
| Salaries, Wages and Fringe Benefits..... | 3,255,417 | 2,998,396 | 3,413,359 |
| Technical and Special Fees..... | 86,451 | 21,000 | 26,000 |
| Operating Expenses..... | 24,172,407 | 20,923,214 | 29,062,866 |
| Total General Fund Appropriation..... | 4,492,459 | 4,035,820 | |
| Less: General Fund Reversion/Reduction..... | 326,000 | | |
| Net General Fund Expenditure..... | 4,166,459 | 4,035,820 | 3,768,463 |
| Special Fund Expenditure..... | 483,089 | 492,154 | 618,780 |
| Reimbursable Fund Expenditure..... | 22,864,727 | 19,414,636 | 28,114,982 |
| Total Expenditure..... | 27,514,275 | 23,942,610 | 32,502,225 |

STATE TREASURER'S OFFICE

E20B01.01 TREASURY MANAGEMENT – OFFICE OF THE STATE TREASURER

PROGRAM DESCRIPTION

The Treasury Management Program includes the administrative and operating functions for several principal operating divisions: Banking Services Division, Investments and Information Technology.

Banking Services reconciles the State's principal checking accounts and resolves errors and claims associated with these accounts. The Division also monitors agencies' working fund accounts to ensure the General Fund receives interest on those balances not needed to meet daily expenses. It also provides assistance to State agencies who have banking requirements by assisting and advising them concerning banking matters.

The Investment Division focuses on the short-term investment of State funds, and oversees securities lending operations. The Division determines the disbursement requirements to be funded on a daily basis, and monitors balance levels at the State's main depository and disbursement banks. The Division ensures that portfolio tracking software and cash flow management techniques are utilized to maintain adequate control of all funds.

The Information Technology Division provides the data processing and technology infrastructure needed to operate the State Treasurer's Office. This includes the operation of all internal network and mainframe applications; as well as links to external systems. The Division also provides check printing and electronic payment services for all Vendor payments, State Retirement Agency payments to retirees as well, as printing Child Support checks and the processing of all Payroll Direct Deposits.

MISSION

To provide and maintain the most effective and cost-efficient cash management, investment and banking services for the State.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Maintain and enhance the information technology capability and infrastructure to meet the diverse needs of the State Treasurer's Office and the agencies it serves.

Objective 1.1 Maintain a core IT infrastructure that supports all existing functions of the STO and meets established criteria for core, essential services.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Total number of system hours | 8784 | 8760 | 8760 | 8760 |
| Outputs: Number of hours system unavailable | 120 | 96 | 80 | 48 |
| Outcome: Percent of time system available | 99% | 100% | 100% | 100% |

Objective 1.2 Complete upgrade and maintain AS/400 computer resources so both hardware and software are at the proper technological levels.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Current IBM operating system | V3R7 | V4R5 | V4R5 | As Needed |
| Outputs: Number of Core Operating programs updated & installed | 87 | 50 | 61 | As Needed |
| Outcome: Percentage of IT Master Plan completed | 0% | 33% | 51% | 86% |

Objective 1.3 Support and implement general Statewide mandates and objectives regarding eGov and Web-enablement initiatives; 50%-65%-80% on schedule by 2004.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Baseline Inventory Items reported | N/A | 35 | 35 | 35 |
| Number of agencies for which checks are printed | 4 | 4 | 4 | 4 |
| Total number of Payroll entries processed | 2,655,690 | 2,631,404 | 2,700,000 | 2,700,000 |
| Outputs: Number of E-government Inventory items enabled | N/A | 3 | 12 | 13 |
| Number of Internet-initiated Transfers | N/A | 0 | 600 | 1500 |
| Number of vendors paid electronically | 800 | 460 | 1000 | 1500 |
| Quality: Percent of Web-enablement achieved | N/A | 9% | 43% | 80% |
| Estimated percent of State employees on Direct Deposit | 68.54% | 67% | 74% | 80% |
| Percent of transactions paid electronically | 33% | 51% | 60% | 65% |

STATE TREASURER'S OFFICE

E20B01.01 TREASURY MANAGEMENT (Continued)

Objective 1.4 Develop and document all procedures, maintenance and training information for all Office functions by 6/30/04.

| | 2001 | 2002 | 2003 | 2004 |
|---|--------|--------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of procedure manuals required | 11 | 13 | 13 | 15 |
| Outputs: Number procedural manuals completed | 2 | 5 | 10 | 15 |

Goal 2. Coordinate all State agencies' reporting with regard to Cash Management Improvement Act (CMIA) matters.

Objective 2.1 Ensure that all agencies report interest liabilities on a quarterly and an annual basis within thirty days of the end of each calendar quarter, and file CMIA Annual Report by 12/31 of each year. Settle any disputed claim by 3/31.

| | 2001 | 2002 | 2003 | 2004 |
|--|--------|--------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of CFDA programs covered | 36 | 32 | 23 | 23 |
| Number of State Agencies reporting | 8 | 6 | 7 | 7 |
| Outputs: Number of Reports received | 180 | 252 | 230 | 240 |
| Quality: Percentage of CFDAs reported on time | 100% | 100% | 100% | 100% |
| Annual Report submitted | Y | Y | Y | Y |
| Fraction of disputed claims unresolved | 0/0 | 0/0 | 0/0 | 0/0 |

Goal 3. Administer the State's Energy and Equipment leasing programs.

Objective 3.1 Maintain the State's leasing program.

| | 2001 | 2002 | 2003 | 2004 |
|---|--------|--------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Number of requests for leasing | 64 | 78 | 81 | 86 |
| Output: Number of requests to vendors for payments | 108 | 187 | 192 | 205 |
| Quality: Percent processed in 30 days | 100% | 100% | 100% | 100% |

STATE TREASURER'S OFFICE

TREASURY MANAGEMENT

E20B01.01 TREASURY MANAGEMENT

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 35.00 | 36.00 | 36.00 |
| Number of Contractual Positions | 1.00 | | |
| 01 Salaries, Wages and Fringe Benefits | 2,267,988 | 1,974,578 | 2,376,708 |
| 02 Technical and Special Fees | 84,362 | 16,000 | 21,000 |
| 03 Communication | 66,180 | 50,209 | 35,555 |
| 04 Travel | 22,992 | 19,150 | 22,992 |
| 07 Motor Vehicle Operation and Maintenance | 4,929 | 11,951 | 5,604 |
| 08 Contractual Services | 1,851,609 | 2,170,011 | 1,921,396 |
| 09 Supplies and Materials | 218,552 | 209,361 | 212,866 |
| 10 Equipment—Replacement | 28,932 | 305,696 | 130,849 |
| 11 Equipment—Additional | 78,309 | 671 | |
| 13 Fixed Charges | 27,025 | 21,811 | 21,838 |
| Total Operating Expenses | 2,298,528 | 2,788,860 | 2,351,100 |
| Total Expenditure | 4,650,878 | 4,779,438 | 4,748,808 |
| Total General Fund Appropriation | 4,212,459 | 3,745,820 | |
| Less: General Fund Reversion/Reduction | 326,000 | | |
| Net General Fund Expenditure | 3,886,459 | 3,745,820 | 3,728,463 |
| Special Fund Expenditure | 367,242 | 373,197 | 368,780 |
| Reimbursable Fund Expenditure | 397,177 | 660,421 | 651,565 |
| Total Expenditure | 4,650,878 | 4,779,438 | 4,748,808 |
| Special Fund Income: | | | |
| E20303 Investment Fees | 367,242 | 373,197 | 368,780 |
| Reimbursable Fund Income: | | | |
| E20B02 Insurance Protection | 256,051 | 277,713 | 392,285 |
| G20J01 Maryland State Retirement and Pension Systems | 23,616 | 109,788 | 66,545 |
| N00H00 DHR-Child Support Enforcement Administration | 117,510 | 272,920 | 192,735 |
| Total | 397,177 | 660,421 | 651,565 |

STATE TREASURER'S OFFICE

E20B02.01 INSURANCE MANAGEMENT - INSURANCE PROTECTION

PROGRAM DESCRIPTION

The Insurance Division determines the insurance requirements to protect State property and personnel, procures commercial insurance and sets State agency premiums for self-insurance. It adjusts claims involving damage to State property and the Maryland Tort Claims Act. The Division also supervises the State's insurance programs.

MISSION

To administer the State Insurance program in a manner that provides the State and its agencies with efficient and cost-effective risk management services; making it possible to plan and manage for the future.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Process all agency and third party claims submitted to the Insurance Division.

Objective 1.1 Promptly and accurately investigate, analyze, and adjust all claims presented under the State Insurance Trust Fund and the Maryland Tort Claim Act in order to maintain pending open claims below 1,500 at year's end.

| | 2001 | 2002 | 2003 | 2004 |
|------------------------------------|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: New claims processed | 2,938 | 2,994 | 3,150 | 3,200 |
| Outputs: Claims closed | 3,087 | 2,924 | 3,125 | 3,175 |
| Pending open claims | 970 | 1040 | 1,065 | 1,090 |

Goal 2. Administer Insurance Division subrogation recovery program.

Objective 2.1 Aggressively pursue those parties who are legally liable for damages incurred by the State, as a result of insurance claims.

| | 2001 | 2002 | 2003 | 2004 |
|---------------------------------------|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Number of new claims | 2,938 | 2,994 | 3,150 | 3100 |
| Outputs: Claims in subrogation | 317 | 345 | 315 | 325 |
| Outcome: Funds recovered | \$919,473 | \$551,552 | \$1,100,000 | \$1,125,000 |

Goal 3. Get fleet and property surveys updated each year.

Objective 3.1 Send out fleet and property surveys to all State agencies, so that we can get 100% completed forms back in time to complete the budget each year.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Number of surveys sent | 162 | 420 | 422 | 422 |
| Outputs: Number of surveys returned | 162 | 420 | 422 | 422 |
| Percent of surveys returned | 100% | 100% | 100% | 100% |

Goal 4. To improve effectiveness and efficiency of Insurance Division by providing access to information and promptly acquiring claims reports. This will save money by reducing loss costs and loss expenses.

Objective 4.1 Develop all inter-agency documents and forms for placement on Insurance Division website by FY 06.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Number of documents developed | 0 | 0 | 10 | 10 |
| Outputs: Number of documents provided to IT | 0 | 0 | 3 | 7 |
| Percent of document placed on-line | 0% | 0% | 30% | 70% |

STATE TREASURER'S OFFICE

SUMMARY OF INSURANCE PROTECTION

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|-------------------|-----------------------|-------------------|
| Total Number of Authorized Positions..... | 17.00 | 17.00 | 17.00 |
| Salaries, Wages and Fringe Benefits..... | 987,429 | 1,023,818 | 1,036,651 |
| Technical and Special Fees..... | 2,089 | 5,000 | 5,000 |
| Operating Expenses..... | 21,478,032 | 17,725,397 | 26,421,766 |
| Reimbursable Fund Expenditure..... | <u>22,467,550</u> | <u>18,754,215</u> | <u>27,463,417</u> |

E20B02.01 INSURANCE MANAGEMENT

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|------------------|-----------------------|-------------------|
| Number of Authorized Positions..... | 17.00 | 17.00 | 17.00 |
| 01 Salaries, Wages and Fringe Benefits..... | 987,429 | 1,023,818 | 1,036,651 |
| 02 Technical and Special Fees..... | 2,089 | 5,000 | 5,000 |
| 03 Communication..... | 51,424 | 77,300 | 18,587 |
| 04 Travel..... | 12,654 | 10,800 | 17,800 |
| 07 Motor Vehicle Operation and Maintenance..... | 12,087 | 5,940 | 6,140 |
| 08 Contractual Services..... | 413,873 | 326,217 | 584,353 |
| 09 Supplies and Materials..... | 30,274 | 40,000 | 35,000 |
| 10 Equipment—Replacement..... | 15,585 | 5,000 | |
| 11 Equipment—Additional..... | 50,643 | 5,000 | 2,998 |
| 13 Fixed Charges..... | 8,790 | 5,140 | 7,778 |
| Total Operating Expenses..... | <u>595,330</u> | <u>475,397</u> | <u>672,656</u> |
| Total Expenditure..... | <u>1,584,848</u> | <u>1,504,215</u> | <u>1,714,307</u> |
| Reimbursable Fund Expenditure..... | <u>1,584,848</u> | <u>1,504,215</u> | <u>1,714,307</u> |
| Reimbursable Fund Income: | | | |
| E20901 Insurance Protection-Various State Agencies..... | <u>1,584,848</u> | <u>1,504,215</u> | <u>1,714,307</u> |

STATE TREASURER'S OFFICE

E20B02.02 INSURANCE COVERAGE – INSURANCE PROTECTION

PROGRAM DESCRIPTION

The Insurance Coverage program provides insurance protection against damage to State property or liability of State employees.

The Insurance Coverage program shares the goals and objectives of the Insurance Management program, E20B02.01.

STATE TREASURER'S OFFICE

E20B02.02 INSURANCE COVERAGE — INSURANCE PROTECTION

| | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Performance Measures/Performance Indicators | | | | |
| State Insurance Trust Fund: | | | | |
| Combined Beginning Balance..... | 26,819,696 | 28,997,625 | 19,884,557 | 15,168,732 |
| Blanket Real and Personal Property: | | | | |
| Beginning Balance..... | 5,789,436 | 7,065,006 | 4,727,978 | 4,058,558 |
| Transfers and Recoveries | 107,546 | 97,695 | 500,000 | 500,000 |
| Agency Premiums..... | 3,990,819 | 3,540,242 | 3,080,580 | 3,399,495 |
| Excess Policy Coverages..... | -914,218 | -1,139,483 | -1,500,000 | -4,608,260 |
| Real Property Losses..... | -1,908,577 | -4,835,482 | -2,750,000 | -2,750,000 |
| Ending Balance..... | 7,065,006 | 4,727,978 | 4,058,558 | 599,793 |
| Officers and Employees Liability: | | | | |
| Beginning Balance..... | 3,276,468 | 4,105,694 | 4,047,732 | 2,405,642 |
| Agency Premiums..... | 1,300,000 | 999,972 | 1,457,910 | 1,400,000 |
| Liability Losses | -470,774 | -1,057,934 | -3,100,000 | -1,500,000 |
| Ending Balance..... | 4,105,694 | 4,047,732 | 2,405,642 | 2,305,642 |
| Tort Claims Act: | | | | |
| Beginning Balance..... | 7,070,791 | 4,913,349 | 7,076,085 | 4,876,085 |
| Transfers and Recoveries | -127 | 14,233 | | |
| Agency Premiums..... | 2,000,000 | 1,470,038 | 2,000,000 | 5,000,000 |
| Tort Losses | -4,157,315 | -3,321,535 | -4,200,000 | -4,500,000 |
| Transfer from Auto..... | | 4,000,000 | | |
| Ending Balance..... | 4,913,349 | 7,076,085 | 4,876,085 | 5,376,085 |
| Motor Vehicle Comprehensive and Liability: | | | | |
| Beginning Balance..... | 10,683,001 | 12,913,576 | 4,032,762 | 3,828,447 |
| Transfers and Recoveries | 812,054 | 439,624 | 800,000 | 800,000 |
| Agency Premiums..... | 4,411,849 | 2,002,459 | 1,999,900 | 2,000,000 |
| Motor Vehicle Losses..... | -1,732,739 | -738,049 | -1,500,000 | -1,200,000 |
| Insurance Administration | -1,260,589 | -1,584,848 | -1,504,215 | -1,714,307 |
| Transfer to Tort | | -4,000,000 | | |
| Transfer to GF..... | | -5,000,000 | | |
| Ending Balance..... | 12,913,576 | 4,032,762 | 3,828,447 | 3,714,140 |
| Combined Ending Balance..... | 28,997,625 | 19,884,557 | 15,168,732 | 11,995,660 |
| GAAP Accrual Adjustment..... | -8,626,653 | -9,308,949 | -9,308,949 | -9,308,949 |
| Revised Ending Balance..... | 20,370,972 | 10,575,608 | 5,859,783 | 2,686,711 |

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|-------------------------------------|----------------|-----------------------|-------------------|
| 13 Fixed Charges..... | 20,882,702 | 17,250,000 | 25,749,110 |
| Total Operating Expenses..... | 20,882,702 | 17,250,000 | 25,749,110 |
| Total Expenditure | 20,882,702 | 17,250,000 | 25,749,110 |
| Reimbursable Fund Expenditure | 20,882,702 | 17,250,000 | 25,749,110 |

Reimbursable Fund Income:

| | | | |
|--|------------|------------|------------|
| E20901 Insurance Protection-Variou State Agencies..... | 20,882,702 | 17,250,000 | 25,749,110 |
|--|------------|------------|------------|

STATE TREASURER'S OFFICE

E20B03.01 BOND SALE EXPENSES

PROGRAM DESCRIPTION

The Finance Division arranges the sale of general obligation debt and coordinates debt issuance statewide.

MISSION

To provide the State and its agencies with efficient and cost-effective debt issuance services.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Manage the General Obligation Bond issuance to obtain the highest possible (AAA) rating and the lowest true Interest Cost.

Objective 1.1 Maintain a bond rating of AAA for each issuance of State General Obligation Bonds.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of rating agencies under contract | 3 | 3 | 3 | 3 |
| Outputs: Number of ratings received | 2 | 2 | 2 | 3 |
| Quality: Percentage of AAA ratings received | 100% | 100% | 100% | 100% |

Goal 2. Control General Obligation Bond issuance activity – including QZAB's - to minimize all related costs.

Objective 2.1 Ensure there are no tax law violations that result in penalties levied on tax-exempt bond proceeds in any year.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Bond proceeds earnings | \$1,653,801 | \$3,673,705 | \$16,600,000 | \$20,808,465 |
| Outputs: Arbitrage-related Payment | \$200,075 | \$523,517 | \$3,519,920 | \$4,717,709 |
| Percent retained by State | 88 | 86 | 79 | 78 |
| Outcome: Amount paid due to penalty | 0 | 0 | 0 | 0 |

Objective 2.2 Maintain bond sale expenses (attorney fees, printing, etc.) at the 06/30/02 base level.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Number of Bond Issues | 2 | 3 | 2 | 3 |
| Legal Fees Paid | \$63,946 | \$87,949 | \$65,000 | \$97,500 |
| Bond Sale Expenses (excluding legal fees) | \$216,054 | \$307,898 | \$225,000 | \$337,500 |
| Total Bond Sale Expenses | \$280,000 | \$395,847 | \$290,000 | \$435,000 |
| Efficiency: Cost per GO Bond Issue | \$140,000 | \$131,949 | \$145,000 | \$145,000 |

STATE TREASURER'S OFFICE

BOND SALE EXPENSES

E20B03.01 BOND SALE EXPENSES

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|------------------------------------|----------------|-----------------------|-------------------|
| 08 Contractual Services | 395,847 | 408,957 | 290,000 |
| Total Operating Expenses | 395,847 | 408,957 | 290,000 |
| Total Expenditure | 395,847 | 408,957 | 290,000 |
| Net General Fund Expenditure | 280,000 | 290,000 | 40,000 |
| Special Fund Expenditure | 115,847 | 118,957 | 250,000 |
| Total Expenditure | 395,847 | 408,957 | 290,000 |
| Special Fund Income: | | | |
| E20B03 Bond Sale Expenses | 115,847 | 118,957 | 250,000 |

DEPARTMENT OF ASSESSMENTS & TAXATION

MISSION

To promote fairness in taxation for Maryland property owners by uniformly appraising all taxable property at market value, certifying property values to local governments, and offering programs of property tax relief and business services in a manner that is courteous and convenient.

VISION

A State in which the public has confidence that assessments uniformly reflect current market values and that provides convenient access to services through modern technology.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

- Goal 1.** To design and administer property valuation systems that are consistently accurate in describing property ownership, attributes, and values.
- Goal 2.** To ensure that the Department's programs of property tax relief and business services are run in an efficient and effective manner and that the services are courteous and convenient.
- Goal 3.** To operate facilities that are convenient for the public, comfortable for employees, and efficient for production.

DEPARTMENT OF ASSESSMENTS & TAXATION

E50C00.01 OFFICE OF THE DIRECTOR

PROGRAM DESCRIPTION

This program is responsible for providing administrative and related support services to all other programs. It includes Personnel, Assistant Attorney General, Accounting, Procurement, and the Director's staff.

MISSION

To promote fairness in taxation for Maryland property owners by uniformly appraising all taxable property at market value, certifying property values to local governments, and offering programs of property tax relief and business services in a manner that is courteous and convenient.

VISION

A State in which the public has confidence that assessments uniformly reflect current market values and that provides convenient access to services through modern technology.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

- Goal 1.** To provide oversight and management of the Department so as to achieve its goal of promoting fairness in taxation for Maryland property owners.
- Goal 2.** To ensure that the Department's program of property tax relief and business services are run in an efficient and effective manner and that the services are courteous and convenient.
- Goal 3.** To ensure that the public has convenient access to services.
- Goal 4.** To provide timely financial information and procurement services.
 - Objective 4.1** Process vendor payments 99.5% on time.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total number of invoices | 8,241 | 7,037 | 7,200 | 7,350 |
| Output: Total number of invoices greater than 25 days | 15 | 46 | 36 | 37 |
| Quality: Percent on-time | 99.8% | 99.4% | 99.5% | 99.5% |

- Objective 4.2** Maintain or exceed Minority Business Enterprise (MBE) goal of 25%.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Total number of procurement transactions | 1,278 | 1,301 | 1,300 | 1,300 |
| Total number of MBE transactions | 297 | 321 | 325 | 325 |
| Outputs: Total procurement dollars | \$1,825,801 | \$1,698,295 | \$1,600,000 | \$1,600,000 |
| Total MBE procurement dollars | \$551,676 | \$454,084 | \$400,000 | \$400,000 |
| Outcomes: Percent of MBE transactions | 23.2% | 24.68% | 25% | 25% |
| Percent of MBE dollars | 30.2% | 26.74% | 25% | 25% |

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

SUMMARY OF STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|-------------------|-----------------------|-------------------|
| Total Number of Authorized Positions..... | 763.00 | 735.50 | 725.50 |
| Total Number of Contractual Positions..... | 3.00 | 2.50 | 3.00 |
| Salaries, Wages and Fringe Benefits..... | 37,559,235 | 37,779,096 | 37,956,800 |
| Technical and Special Fees..... | 97,643 | 63,668 | 88,152 |
| Operating Expenses..... | 58,137,821 | 61,311,862 | 54,806,550 |
| Total General Fund Appropriation..... | 96,946,234 | 96,414,169 | |
| Less: General Fund Reversion/Reduction..... | 3,894,535 | | |
| Net General Fund Expenditure..... | 93,051,699 | 96,414,169 | 90,082,602 |
| Special Fund Expenditure..... | 2,743,000 | 2,740,457 | 2,768,900 |
| Total Expenditure..... | <u>95,794,699</u> | <u>99,154,626</u> | <u>92,851,502</u> |

E50C00.01 OFFICE OF THE DIRECTOR

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|------------------|-----------------------|-------------------|
| Number of Authorized Positions..... | 30.00 | 29.00 | 29.00 |
| 01 Salaries, Wages and Fringe Benefits..... | 2,160,839 | 1,868,934 | 1,856,668 |
| 02 Technical and Special Fees..... | 792 | | |
| 03 Communication..... | 50,507 | 59,893 | 190,312 |
| 04 Travel..... | 15,254 | 17,425 | 13,450 |
| 07 Motor Vehicle Operation and Maintenance..... | -1,886 | 742 | -175 |
| 08 Contractual Services..... | 22,925 | 23,218 | 15,868 |
| 09 Supplies and Materials..... | 23,813 | 20,722 | 22,714 |
| 10 Equipment—Replacement..... | 860 | 5,400 | 3,320 |
| 13 Fixed Charges..... | 7,096 | 5,787 | 7,027 |
| Total Operating Expenses..... | 118,569 | 133,187 | 252,516 |
| Total Expenditure..... | <u>2,280,200</u> | <u>2,002,121</u> | <u>2,109,184</u> |
| Original General Fund Appropriation..... | 2,084,491 | 2,002,121 | |
| Transfer of General Fund Appropriation..... | 303,199 | | |
| Total General Fund Appropriation..... | 2,387,690 | 2,002,121 | |
| Less: General Fund Reversion/Reduction..... | 107,490 | | |
| Net General Fund Expenditure..... | <u>2,280,200</u> | <u>2,002,121</u> | <u>2,109,184</u> |

DEPARTMENT OF ASSESSMENTS & TAXATION

E50C00.02 REAL PROPERTY VALUATION

PROGRAM DESCRIPTION

The Real Property Valuation program administers the tax laws covering the assessment of real property. The Department performs assessments on one-third of all Real Property in the State every year and certifies to local taxing authorities the assessment of each property.

MISSION

To promote fairness in taxation for Maryland property owners by uniformly appraising all taxable property at market value, and to provide local governments with a timely and accurate assessable base.

VISION

A State in which the public and local subdivisions have confidence that assessments uniformly reflect current market values.

KEY GOALS, OBJECTIVES, AND PERFORMANCES MEASURES

Goal 1. To administer a property valuation system that annually attains recognized standards of uniformity and assessment levels statewide.

Objective 1.1 Annually maintain an average level of assessments for taxable properties between 90 to 110% of market value.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Taxable parcels ¹ | 1,977,714 | 1,993,784 | 2,010,226 | 2,030,000 |
| Output: Assessable base (millions) ² | \$317.032 | \$333.615 | \$349.300 | \$365,900 |
| Outcome: Assessment/Sales ratio ³ | 92.1 | 93.0 | 93.0 | 93.0 |

Objective 1.2 Maintain an average level of uniformity for residential properties of 15.0 or less.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outcome: Coefficient of dispersion ³ | 9.39 | 12.0 | 12.0 | 12.0 |

Objective 1.3 Maintain assessment level of higher and lower valued properties within a range of .98 to 1.03.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outcome: Price related differential ³ | 1.03 | 1.02 | 1.01 | 1.01 |

Goal 2. To maintain public and local government confidence in the administration and accuracy of the assessment process.

Objective 2.1 Display updated property ownership records within 7 days of receipt of deed recordation.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Output: Updated ownership records | 220,293 | 211,137 | 217,471 | 223,994 |
| Outcome: Average number of days to until ownership records are displayed | 7.5 | 7 | 7 | 7 |
| Quality: Percent improvement in the average number of days over previous year | 25% | 6.6% | 0% | 0% |

¹ As of July 1st.

² A new state law enacted for the tax year beginning July 1, 2001 changed the practice of calculating property taxes based on 40% of market value. The new law requires that property taxes be based on assessments at 100% of market value, assessable base as of July 1st of fiscal year.

³ Assessment/Sales ratio, Coefficient of dispersion and Price related differential is calculated at the end of calendar year.

DEPARTMENT OF ASSESSMENTS & TAXATION

E50C00.02 REAL PROPERTY VALUATION (Continued)

Objective 2.2 Increase the number of customer service survey responses by 3%.

| | 2001 | 2002 | 2003 | 2004 |
|--|--------|--------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Output: Number of surveys returned | 1,585 | 1,281 | 1,319 | 1,359 |
| Quality: Percent Increase in surveys returned | +39% | -19% | +3% | +3% |
| Average rating | 98% | 98% | 98% | 98% |

Objective 2.3 By 2003 expand public access of real property records on the Internet.

| | 2001 | 2002 | 2003 | 2004 |
|--------------------------------|-----------|-----------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Outputs: Number of hits | 8,033,810 | 8,353,463 | 8,687,601 | 9,035,105 |
| Percentage increase | 72% | 3.9% | 4.0% | 4.0% |

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

E50C00.02 REAL PROPERTY VALUATION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|-------------------|-----------------------|-------------------|
| Number of Authorized Positions | 548.50 | 529.00 | 521.00 |
| Number of Contractual Positions | .50 | .50 | 1.00 |
| 01 Salaries, Wages and Fringe Benefits | <u>26,738,300</u> | <u>27,218,064</u> | <u>27,234,684</u> |
| 02 Technical and Special Fees | <u>33,960</u> | <u>14,164</u> | <u>46,058</u> |
| 03 Communication | 589,306 | 660,748 | 631,887 |
| 04 Travel | 309,029 | 321,208 | 324,788 |
| 06 Fuel and Utilities | 16,955 | 26,517 | 26,258 |
| 07 Motor Vehicle Operation and Maintenance | 145,114 | 133,876 | 143,728 |
| 08 Contractual Services | 374,018 | 370,772 | 458,606 |
| 09 Supplies and Materials | 177,326 | 206,847 | 155,559 |
| 10 Equipment—Replacement | 121,301 | 94,286 | 61,650 |
| 13 Fixed Charges | <u>1,644,918</u> | <u>1,806,631</u> | <u>1,942,353</u> |
| Total Operating Expenses | <u>3,377,967</u> | <u>3,620,885</u> | <u>3,744,829</u> |
| Total Expenditure | <u>30,150,227</u> | <u>30,853,113</u> | <u>31,025,571</u> |
| Original General Fund Appropriation | 30,221,495 | 30,638,002 | |
| Transfer of General Fund Appropriation | <u>251,685</u> | <u>215,111</u> | |
| Total General Fund Appropriation | 30,473,180 | 30,853,113 | |
| Less: General Fund Reversion/Reduction | <u>322,953</u> | | |
| Net General Fund Expenditure | <u>30,150,227</u> | <u>30,853,113</u> | <u>31,025,571</u> |

DEPARTMENT OF ASSESSMENTS & TAXATION

E50C00.04 OFFICE OF INFORMATION TECHNOLOGY

PROGRAM DESCRIPTION

The Office of Information Technology (OIT) is responsible for the overall management and direction of the Department's Information Technology efforts. The Program provides technology support for the Department's programs at 25 locations throughout the State. The program also works with and advises local tax collectors in providing assessment certifications and related data.

MISSION

To provide information services that support the Department's programs and meet the needs of local governments, business, and the public for assessment data and other public data.

VISION

A State that uses modern technology accurately and efficiently to provide data to program managers, local governments, businesses and the public.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goals 1. To provide timely and accurate assessment and business information to the Department managers, its customers and stakeholders.

Objective 1.1 To maintain an inquiry response time of less than .35 seconds.

| | 2001 | 2002 | 2003 | 2004 |
|---|--------|--------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Total CICS transactions (millions) ⁴ | 15.7 | 239.9 | 240.5 | 240.8 |
| Output: Average CICS response time (seconds) | .347 | .2813 | .2750 | .2760 |
| Outcome: Number of transactions <.35 seconds (millions) | 12.7 | 237.8 | 239.8 | 240.0 |
| Percent of transactions < .35 seconds | 81% | 99.3% | 99.4% | 99.5 |
| Percent improvement in average response time over previous year | 11% | 18.3% | .10% | .10% |

Objective 1.2 To ensure uptime of public access data via the Internet 99% of the time.

| | 2001 | 2002 | 2003 | 2004 |
|--|------------|------------|------------|------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Total "hits" ⁵ | 36,111,100 | 54,397,752 | 55,000,000 | 55,100,000 |
| Output: Number of hours available | 8,410 | 8,395 | 8,420 | 8,500 |
| Outcomes: Percent of available hours ⁵ | 97% | 97.9% | 97.5% | 98.9% |
| Percent improvement over previous year's availability | 9.7% | -.1% | .5% | .5% |

Goals 2. To provide continuing information and data processing support to operate, enhance, and maintain existing automated systems by operating automated help desk systems.

Objective 2.1 To ensure that all Work Requests (WR) are completed on their first completion date 85% of the time.

| | 2001 | 2002 | 2003 | 2004 |
|---|--------|--------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total WRs ⁶ | 870 | 536 | 530 | 525 |
| Output: Number of WRs completed on time | 674 | 528 | 521 | 516 |
| Quality: Percent of WRs completed on time | 77.5% | 98.1% | 98% | 98% |
| Percent improvement in WRs completed on time over previous year | 4.5% | 20.6% | 0% | 0% |

⁴ Due to re-engineering of our Internet Applications from DB2 direct calls to CICS transactions for security and support purpose has greatly increased our CICS transaction counts.

⁵ The increase is due to re-configuring equipment, and testing new internet applications. Most of the remaining outages were due to ADC maintenance, DAT file updates, and RESI (WEB Hosting provider) scheduled maintenance.

⁶ Number of work request down due to cost containment, budget cuts for new programming and internet projects. Future year projects would also be down again due to budget reductions and equipment replacements. Improvements in current applications will be planned.

DEPARTMENT OF ASSESSMENTS & TAXATION

E50C00.04 OFFICE OF INFORMATION TECHNOLOGY (Continued)

Objective 2.2 To ensure that all major programming request (via WRs) have a turnaround of no more than 90 days, 85% of the time.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total programming requests (PR) ⁶ | 478 | 481 | 475 | 450 |
| Output: Number of PRs completed within 90 days | 318 | 328 | 353 | 360 |
| Quality: Percent of PRs turnaround < 90 days | 66.5% | 68.0% | 75% | 80% |
| Percent improvement in number of PRs completed on time over previous time | .4% | 1.5% | 7% | 5% |

Goals. 3. To move services from “standing in-line” to being “on-line”.

Objective 3.1 To assist the Department in meeting Maryland’s statewide goal (50/65/80) services available from the Internet.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Number of services provided | 34 | 34 | 34 | 34 |
| Output: Number of services qualified for Internet access | 27 | 28 | 28 | 28 |
| Outcomes: Number of qualified services on the WEB | 21 | 24 | 24 | 24 |
| Percent of qualified services on the WEB | 78% | 86% | 86% | 86% |

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

E50C00.04 OFFICE OF INFORMATION TECHNOLOGY

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|------------------|-----------------------|-------------------|
| Number of Authorized Positions | 26.00 | 26.00 | 26.00 |
| 01 Salaries, Wages and Fringe Benefits | <u>1,698,879</u> | <u>1,669,337</u> | <u>1,794,851</u> |
| 02 Technical and Special Fees | <u>1,110</u> | | |
| 03 Communication..... | 32,898 | 42,201 | 38,127 |
| 04 Travel | 5,799 | 15,815 | 11,665 |
| 07 Motor Vehicle Operation and Maintenance | 20,234 | 28,592 | 5,470 |
| 08 Contractual Services | 2,736,771 | 2,279,631 | 2,180,996 |
| 09 Supplies and Materials | 63,908 | 39,000 | 37,529 |
| 10 Equipment—Replacement | 201,729 | 90,978 | 6,973 |
| 11 Equipment—Additional | | 58,059 | |
| 13 Fixed Charges | <u>1,951</u> | <u>1,987</u> | <u>2,992</u> |
| Total Operating Expenses..... | <u>3,063,290</u> | <u>2,556,263</u> | <u>2,283,752</u> |
| Total Expenditure | <u>4,763,279</u> | <u>4,225,600</u> | <u>4,078,603</u> |
| Original General Fund Appropriation..... | 5,413,612 | 4,544,036 | |
| Transfer of General Fund Appropriation..... | <u>-535,000</u> | <u>-318,436</u> | |
| Total General Fund Appropriation..... | 4,878,612 | 4,225,600 | |
| Less: General Fund Reversion/Reduction..... | <u>115,333</u> | | |
| Net General Fund Expenditure..... | <u>4,763,279</u> | <u>4,225,600</u> | <u>4,078,603</u> |

DEPARTMENT OF ASSESSMENTS & TAXATION

E50C00.05 BUSINESS PROPERTY VALUATION

PROGRAM DESCRIPTION

The Business Property Valuation Program administers the tax laws covering the assessment of personal property, utility companies subject to property tax, institutions subject to the franchise tax, and property tax incentives for qualifying businesses.

MISSION

To promote fairness in taxation for Maryland's business property owners by uniformly appraising all taxable property at market value and offering property tax incentives for economic development.

VISION

A State in which the public has confidence that assessments uniformly reflect current market values, that local governments have received accurate assessable base information, and the business community has ready access to information about the available government funded property tax incentives.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To uniformly appraise all taxable property on an annual basis and timely certify that information to local taxing authorities.
Objective 1.1 Process Personal Property Tax returns accurately and timely.

| | 2001 | 2002 | 2003 | 2004 |
|--|----------|----------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total number of personal property returns | 192,701 | 190,367 | 207,000 | 213,000 |
| Output: Total number of returns assessed | 90,607 | 89,422 | 96,000 | 99,000 |
| Outcomes: Local assessable base (millions) | \$10,331 | \$12,059 | \$12,091 | \$12,359 |
| Estimated local revenue (millions) | \$309.9 | \$361.8 | \$362.7 | \$370.8 |
| Quality: Percentage of returns assessed by Dec. 1 | 98.6% | 98.5% | 98.5% | 98.6% |

Objective 1.2 To assess all Railroad & Utility operating property in an accurate and timely manner.

| | 2001 | 2002 | 2003 | 2004 |
|--|----------|----------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total number of entities | 406 | 383 | 390 | 399 |
| Output: Assessable base (millions) ⁷ | \$11,547 | \$12,513 | \$11,262 | \$10,699 |
| Outcome: Estimated local revenue (millions) | \$323.3 | \$315.3 | \$283.8 | \$269.6 |

Objective 1.3 To accurately administer the Franchise Tax laws.

| | 2001 | 2002 | 2003 | 2004 |
|---|-----------|----------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total number of returns received | 344 | 368 | 400 | 400 |
| Outcomes: Revenue from gross receipts tax (millions) | \$143.9 | \$140.8 | \$143.5 | \$144.0 |
| Total interest/penalties levied | \$133,500 | \$80,466 | \$140,000 | \$80,000 |

Goal 2. To increase capital investment and the number of new businesses locating in designated areas of the State through the use of property tax incentives.

Objective 2.1 To accurately reimburse local governments for one half of the tax credits granted in previous year.

| | 2001 | 2002 | 2003 | 2004 |
|--|-------------|-------------|-------------|-------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Number of Business receiving Property Tax Credit | 345 | 394 | 498 | 531 |
| Output: Amount of State Reimbursement | \$2,290,333 | \$3,008,111 | \$4,131,987 | \$4,944,562 |
| Outcome: Total Capital Investment (millions) | \$499.8 | \$574.2 | \$708.8 | \$965.3 |

⁷ Starting with FY'02, actual assessable base includes cable and non-utility generation property.

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

E50C00.05 BUSINESS PROPERTY VALUATION

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|----------------|-----------------------|-------------------|
| Number of Authorized Positions | 47.50 | 47.50 | 46.50 |
| 01 Salaries, Wages and Fringe Benefits | 2,452,891 | 2,373,571 | 2,493,604 |
| 02 Technical and Special Fees | 330 | | |
| 03 Communication | 138,960 | 148,614 | 147,775 |
| 04 Travel | 8,147 | 9,210 | 7,440 |
| 08 Contractual Services | 117,848 | 235,410 | 216,306 |
| 09 Supplies and Materials | 24,799 | 26,550 | 27,420 |
| 10 Equipment—Replacement | 4,359 | 2,400 | 2,000 |
| 13 Fixed Charges | 1,666 | 2,382 | 3,523 |
| Total Operating Expenses | 295,779 | 424,566 | 404,464 |
| Total Expenditure | 2,749,000 | 2,798,137 | 2,898,068 |
| Original General Fund Appropriation | 5,631,354 | 2,694,812 | |
| Transfer of General Fund Appropriation | -2,856,273 | 103,325 | |
| Total General Fund Appropriation | 2,775,081 | 2,798,137 | |
| Less: General Fund Reversion/Reduction | 26,081 | | |
| Net General Fund Expenditure | 2,749,000 | 2,798,137 | 2,898,068 |

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

E50C00.06 TAX CREDIT PAYMENTS

Program Description:

This program contains payments of property tax credits for three programs: the reimbursement of Homeowners' Tax Credits to local governments, the renters' property tax relief, and the reimbursement of property tax credits for urban enterprise zones. Performance measures related to these programs are contained in the programs that administer the credits: the Property Tax Credit Program (EC00.08) for the homeowners and renters credits and Business Property Valuation (EC00.05) for the Enterprise Zone credit.

| | 2001 | 2002 | 2003 | 2004 |
|--|---------------|---------------|------------------|------------------|
| | Actual | Actual | Estimated | Estimated |
| Performance Measures/Performance Indicators | | | | |
| (\$ thousands) | | | | |
| Homeowners Tax Credits | 46,727 | 44,057 | 39,000 | 39,000 |
| Renter's Credit | 3,912 | 3,073 | 3,200 | 3,200 |
| Urban Enterprise Zone Credits | 2,290 | 3,008 | 4,132 | 4,941 |

| Subdivision | FY 2003 | State Tax | FY 2004 | State Tax |
|-----------------------|-----------------------------|------------------|-----------------------------|------------------|
| | Businesses Participating | | Businesses Participating | |
| Allegany | 59 | 250,209 | 48 | 343,367 |
| Baltimore City | 90 | 977,529 | 110 | 1,091,057 |
| Baltimore | 17 | 356,696 | 17 | 376,370 |
| Calvert | 12 | 23,422 | 15 | 34,581 |
| Cecil | 2 | 29,250 | 2 | 31,267 |
| Dorchester | 22 | 139,729 | 22 | 654,790 |
| Garrett | 15 | 20,124 | 18 | 22,249 |
| Harford | 108 | 1,320,385 | 119 | 1,317,405 |
| Montgomery | 44 | 107,949 | 58 | 159,399 |
| Prince George's | 2 | 25,615 | 6 | 140,339 |
| St. Mary's | | | 1 | 2,293 |
| Somerset | 11 | 8,365 | 11 | 7,895 |
| Washington | 68 | 752,001 | 56 | 638,541 |
| Wicomico | 38 | 89,094 | 37 | 86,917 |
| Worcester | 10 | 31,619 | 11 | 34,092 |
| Total | <u>498</u> | <u>4,131,987</u> | <u>531</u> | <u>4,940,562</u> |

Appropriation Statement:

| | 2002 | 2003 | 2004 |
|--|-------------------|----------------------|-------------------|
| | Actual | Appropriation | Allowance |
| 12 Grants, Subsidies and Contributions | 50,138,066 | 53,593,622 | 47,141,000 |
| Total Operating Expenses | <u>50,138,066</u> | <u>53,593,622</u> | <u>47,141,000</u> |
| Total Expenditure | <u>50,138,066</u> | <u>53,593,622</u> | <u>47,141,000</u> |
| Original General Fund Appropriation | | 53,593,622 | |
| Transfer of General Fund Appropriation | 53,427,601 | | |
| Total General Fund Appropriation | <u>53,427,601</u> | <u>53,593,622</u> | |
| Less: General Fund Reversion/Reduction | 3,289,535 | | |
| Net General Fund Expenditure | <u>50,138,066</u> | <u>53,593,622</u> | <u>47,141,000</u> |

DEPARTMENT OF ASSESSMENTS & TAXATION

E50C00.08 PROPERTY TAX CREDIT PROGRAM

PROGRAM DESCRIPTION

Under Sections 9-102 and 9-104 Tax-Property Article, the Department reimburses local governments for tax credits against State and local property taxes due on the homeowners' principal residence and reimburses renters directly for tax credits against the property taxes in the yearly rent. The amounts of the two credits are based upon formulas comparing gross household income to the property taxes paid.

MISSION

To promote fairness in taxation for Maryland property owners by uniformly appraising all taxable property at market value but having programs of property tax relief for those homeowners and renters who qualify on the basis of income.

VISION

A State in which homeowners and renters who need assistance in paying their property tax liabilities will readily receive it.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To provide property tax relief for low and fixed income renters and homeowners.

Objective 1.1 Increase participation in both the Homeowners' and Renters' Tax Credit programs by 2%.

| | 2001 | 2002 | 2003 | 2004 |
|---|----------|--------|-----------|-----------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Inputs: Homeowners' applications received | 77,229 | 79,830 | 78,500 | 77,900 |
| Renters' applications received | 18,163 | 16,869 | 16,500 | 16,200 |
| Outputs: Homeowners' applications eligible | 61,889 | 58,712 | 57,500 | 56,700 |
| Renters' applications eligible | 14,331 | 12,843 | 12,700 | 12,500 |
| Outcomes: Total Homeowners' credits (millions) | \$46.727 | \$44.1 | \$39.0 | \$39.0 |
| Total Renters' Credits (millions) | \$3.912 | \$3.1 | \$3.2 | \$3.2 |
| Percent increase in Homeowners' participation | -3.0% | +3.4% | -1.7% | -8% |
| Percent increase in Renters' participation | +3.8% | -7.1% | -1.7% | -8% |
| Average Homeowners' Credit | \$766 | \$748 | \$760 | \$735 |
| Average Renters' Credit | \$271 | \$276 | \$287 | \$263 |

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

E50C00.08 PROPERTY TAX CREDIT PROGRAMS

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|------------------------|-------------------------------|---------------------------|
| Number of Authorized Positions | 42.00 | 40.00 | 39.00 |
| Number of Contractual Positions..... | 50 | | |
| 01 Salaries, Wages and Fringe Benefits..... | <u>1,674,420</u> | <u>1,711,185</u> | <u>1,669,014</u> |
| 02 Technical and Special Fees..... | <u>16,355</u> | | |
| 03 Communication..... | 135,564 | 102,283 | 102,542 |
| 04 Travel..... | 2,147 | 2,000 | 1,900 |
| 08 Contractual Services..... | 55,723 | 70,808 | 48,210 |
| 09 Supplies and Materials..... | 16,907 | 4,525 | 16,944 |
| 10 Equipment—Replacement..... | 23,760 | 2,975 | 1,243 |
| 13 Fixed Charges..... | <u>1,224</u> | <u>1,313</u> | <u>2,127</u> |
| Total Operating Expenses..... | <u>235,325</u> | <u>183,904</u> | <u>172,966</u> |
| Total Expenditure..... | <u>1,926,100</u> | <u>1,895,089</u> | <u>1,841,980</u> |
| Original General Fund Appropriation..... | 52,568,699 | 1,877,089 | |
| Transfer of General Fund Appropriation..... | <u>-50,636,212</u> | | |
| Total General Fund Appropriation..... | <u>1,932,487</u> | <u>1,877,089</u> | |
| Less: General Fund Reversion/Reduction..... | 24,387 | | |
| Net General Fund Expenditure..... | 1,908,100 | 1,877,089 | 1,823,080 |
| Special Fund Expenditure..... | <u>18,000</u> | <u>18,000</u> | <u>18,900</u> |
| Total Expenditure..... | <u>1,926,100</u> | <u>1,895,089</u> | <u>1,841,980</u> |
| Special Fund Income: | | | |
| C00303 Administration of Local Tax Credits..... | 18,000 | 18,000 | 18,900 |

DEPARTMENT OF ASSESSMENTS & TAXATION

E50C00.10 CHARTER UNIT

PROGRAM DESCRIPTION

This Program is the central repository of all records of business entity formation and filings (charters, limited liability companies, limited partnerships and business trusts). The program provides resident agent information for service of process on these entities and accepts service in certain instances on their behalf. It also records trade names. It is the place of filing for most financing statements under the Uniform Commercial Code.

MISSION

To provide courteous and convenient services for business formation and operation in the State.

VISION

A State in which the business community and the general public have access to services performed by the Department in the most efficient and convenient means possible through the use of modern technology.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To facilitate and foster business expansion in the State by providing corporate entity formation, commercial transaction, and document filing systems.

Objective 1.1 To provide “regular” service document return within 7 days.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total number of documents | 86,784 | 89,265 | 90,000 | 90,000 |
| Quality: Number of documents processed within 3 days | 54,674 | 60,165 | 61,200 | 61,740 |
| Average number of days | 8.9 | 7.9 | 7.5 | 7.5 |
| Percentage of documents processed within 3 days | 63% | 67.4% | 68% | 68.6% |
| Percentage improvements in processing over previous year | 9.0% | 7.0% | 1.0% | 1.0% |

Objective 1.2 To provide “expedited” service within 24 hours.

| | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| Performance Measures | Actual | Actual | Estimated | Estimated |
| Input: Total number of “expedited” requests | 74,483 | 66,579 | 68,000 | 70,000 |
| Quality: Total number of documents processed within 24 hours | 67,035 | 61,253 | 63,104 | 65,100 |
| Percent of documents processed within 24 hours | 90% | 92% | 92.8% | 93% |
| Average response time (hours) | 25.2 | 23.7 | 23.5 | 23.0 |
| Percent improvements in processing over previous year | 153% | 6% | 1% | 1% |

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

E50C00.10 CHARTER UNIT

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|------------------------|-------------------------------|---------------------------|
| Number of Authorized Positions | 69.00 | 64.00 | 64.00 |
| Number of Contractual Positions..... | 2.00 | 2.00 | 2.00 |
| 01 Salaries, Wages and Fringe Benefits..... | 2,833,906 | 2,938,005 | 2,907,979 |
| 02 Technical and Special Fees..... | 45,096 | 49,504 | 42,094 |
| 03 Communication..... | 187,492 | 198,134 | 210,945 |
| 04 Travel..... | 2,923 | 5,500 | 1,725 |
| 08 Contractual Services..... | 539,002 | 534,256 | 504,104 |
| 09 Supplies and Materials..... | 66,428 | 54,070 | 64,580 |
| 10 Equipment—Replacement..... | 37,563 | 5,000 | 22,200 |
| 11 Equipment—Additional..... | 73,659 | | |
| 13 Fixed Charges..... | 1,758 | 2,475 | 3,469 |
| Total Operating Expenses..... | <u>908,825</u> | <u>799,435</u> | <u>807,023</u> |
| Total Expenditure..... | <u>3,787,827</u> | <u>3,786,944</u> | <u>3,757,096</u> |
| Original General Fund Appropriation..... | 1,026,583 | 1,064,487 | |
| Transfer of General Fund Appropriation..... | 45,000 | | |
| Total General Fund Appropriation..... | <u>1,071,583</u> | <u>1,064,487</u> | |
| Less: General Fund Reversion/Reduction..... | 8,756 | | |
| Net General Fund Expenditure..... | <u>1,062,827</u> | <u>1,064,487</u> | 1,007,096 |
| Special Fund Expenditure..... | 2,725,000 | 2,722,457 | 2,750,000 |
| Total Expenditure..... | <u>3,787,827</u> | <u>3,786,944</u> | <u>3,757,096</u> |
| Special Fund Income: | | | |
| C00304 Expedited Service | 2,725,000 | 2,722,457 | 2,750,000 |

STATE LOTTERY AGENCY

E75D00.01 ADMINISTRATION AND OPERATIONS

PROGRAM DESCRIPTION

The Administration and Operation program of the Lottery Budget encompasses all of the expenses incurred in the operation of Lottery gaming in Maryland. This program does not include the actual expenses of the Lottery games, which are prize expenses and selling expenses (commissions, cashing fees, and agent incentive expenses).

MISSION

The mission of the State Lottery Agency is to provide revenue through the sale of entertaining lottery products to support state programs and services benefiting the citizens of Maryland.

We administer and promote the sale of lottery products in a secure and responsible manner designed to enhance public confidence in the integrity and fairness of the Lottery. This is achieved in partnership with a network of licensed lottery retailers.

VISION

We envision ourselves as an innovative, adaptive and responsible business that will continue to provide a reliable source of revenue for state government well into the future.

We will utilize the latest technological tools and resources to provide a range of entertaining products and access opportunities that appeals to a broad player base.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To increase revenue for the operation of State Government.

Objective 1.1 For fiscal year 2004, the Agency will increase Lottery revenues to a total of 470.5 million to support State programs and services.

Objective 1.2 For fiscal year 2004, the Agency will raise \$ 22.0 million in revenue to support the Maryland Stadium Authority.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Outcomes: Total amount of Revenue generated by the State Lottery Agency to support State programs and services (\$millions) | 407.0 | 442.5 | 453.9 | 470.5 |
| Amount of revenue generated by the State Lottery Agency to support the Maryland Stadium Authority (\$millions) | 22.0 | 26.2 | 21.9 | 22.0 |

Goal 2. To increase Lottery ticket sales.

Objective 2.1 The Agency will increase lottery sales as necessary to meet revenue objectives, each year through fiscal year 2004.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Output: Amount of ticket sales generated by the Agency (\$millions) | 1,210.6 | 1,306.6 | 1,372.9 | 1,436.6 |

Goal 3. To increase the level of customer satisfaction among Lottery players and Sales Agents.

Objective 3.1 The Agency will maintain player satisfaction at or above 80% in fiscal year 2004.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|---|----------------|----------------|-------------------|-------------------|
| Quality: Player Satisfaction Index (weighted composite of player's satisfaction ratings for games provided, their retailer experience and accessibility to Lottery products) | 80.0 % | 81.0 % | 80.0 % | 80.0 % |

STATE LOTTERY AGENCY

E75D00.01 ADMINISTRATION AND OPERATIONS (Continued)

Objective 3.2 By fiscal year 2004 the Agency will increase Sales Agent satisfaction by 2 percentage points to 81%.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Quality: Retailer Satisfaction Index (Weighted composite of Sales Agent's satisfaction rating for customers service, the total service relationship with the Agency, and their individual Field Service Representative) | 83.0 % | 79.0 % | 80.0 % | 81.0 % |

Goal 4. To broaden the Agency's player base.

Objective 4.1 By fiscal year 2004 the Agency will broaden its player base by two percentage points to 52.0%.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|---|----------------|----------------|-------------------|-------------------|
| Outcome: Percent of adult Marylanders who indicate they have played any Lottery game in past 12 months | 53.0 % | 50.0 % | 51.0 % | 52.0 % |

Goal 5. To maintain the Agency's ranking among the top ten most efficient State lotteries in the country.

Objective 5.1 The Agency will achieve a ratio of cost to sales of five percent or less in fiscal year 2004.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Efficiency: The ratio of operating costs to sales | 3.93 % | 3.86 % | 3.85 % | 5.00 % |

Goal 6. To enhance the Agency's public approval rating.

Objective 6.1 By fiscal year 2004 the Agency will increase its public approval rating from 49% in fiscal year 2002 to 52% in fiscal year 2004.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Quality: Percent of adult Marylanders who give the Agency a positive approval rating on the customer survey | 48.0 % | 49.0 % | 50.0 % | 52.0 % |

Goal 7. To improve the use of technology in conducting the business operation of the Agency.

Objective 7.1 All Agency public information and services (allowable under State Law) will be 50 percent Internet enabled by calendar year 2002, 65 percent by calendar year 2003, and 80 percent by calendar year 2004.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Quality: The percentage of Agency business operations (allowable under State Law) conducted via electronic Commerce | 42.0 % | 47.0 % | 65.0 % | 80.0 % |

Goal 8. To develop and maintain a highly motivated and productive workforce.

Objective 8.1 By fiscal year 2004, increase by 3 percentage points the degree to which employees feel positively about their jobs.

| Performance Measures | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|----------------|----------------|-------------------|-------------------|
| Quality: Percent of Agency employees who are satisfied with their job at the Agency | 54.0 % | 51.0 % | 52.5 % | 54.0 % |

STATE LOTTERY AGENCY

E75D00.01 ADMINISTRATION AND OPERATIONS

SUMMARY OF REVENUES (PER BOARD OF REVENUE ESTIMATES-\$ MILLIONS)

| | 2001 Actual | 2002 Actual | 2003 Estimated | 2004 Estimated |
|--|---------------------|---------------------|---------------------|---------------------|
| Performance Measures/Performance Indicators | | | | |
| Lottery Sales: | | | | |
| Pick 3..... | 305.4 | 306.9 | 305.4 | 302.3 |
| Pick 4..... | 198.6 | 201.4 | 203.4 | 206.5 |
| Lotto..... | 51.9 | 37.7 | 33.0 | 28.8 |
| Cash In Hand..... | 22.2 | 18.2 | 3.7 | 0.0 |
| Instant Game..... | 264.1 | 299.2 | 329.1 | 353.8 |
| Keno..... | 319.5 | 355.7 | 386.0 | 416.8 |
| Match 5..... | 0.0 | 8.3 | 22.7 | 26.5 |
| International..... | 0.0 | 0.0 | 0.0 | 12.3 |
| Mega Millions..... | 47.6 | 77.9 | 89.6 | 98.6 |
| Let It Ride..... | 1.4 | 1.3 | 0.0 | 0.0 |
| Total Lottery Sales..... | <u>1,210.6</u> | <u>1,306.6</u> | <u>1,372.9</u> | <u>1,436.6</u> |
| Less: | | | | |
| Agent Earnings..... | 77.0 | 85.5 | 89.2 | 93.3 |
| Operating Budget..... | 47.8 | 50.6 | 52.0 | 53.3 |
| Prizes..... | <u>678.8</u> | <u>728.0</u> | <u>777.8</u> | <u>819.5</u> |
| Net Lottery Revenue..... | 407.0 | 442.5 | 453.9 | 470.5 |
| Less: | | | | |
| Stadium Authority Revenue..... | 22 | 26.2 | 21.9 | 22.0 |
| Horse Racing Fund Revenue..... | | <u>2.2</u> | | |
| Total General Fund Revenue..... | <u><u>385.0</u></u> | <u><u>414.1</u></u> | <u><u>432.0</u></u> | <u><u>448.5</u></u> |

STATE LOTTERY AGENCY

E75D00.01 ADMINISTRATION AND OPERATIONS

Program Description:

The Maryland State Lottery Agency operates various lottery games that generate revenue for the State's General Fund and Maryland Stadium Authority. All operating expenses of the Agency are paid for from the proceeds of the lottery games.

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|------------------------|-------------------------------|---------------------------|
| Number of Authorized Positions | 175.00 | 175.00 | 173.00 |
| Number of Contractual Positions | 5.50 | 5.50 | 5.50 |
| 01 Salaries, Wages and Fringe Benefits | <u>9,536,622</u> | <u>9,281,786</u> | <u>9,980,241</u> |
| 02 Technical and Special Fees | <u>325,561</u> | <u>257,481</u> | <u>228,585</u> |
| 03 Communication | 1,075,665 | 980,772 | 944,691 |
| 04 Travel | 80,395 | 89,158 | 80,158 |
| 06 Fuel and Utilities | | 70,826 | 70,826 |
| 07 Motor Vehicle Operation and Maintenance | 240,153 | 225,120 | 271,300 |
| 08 Contractual Services | 37,051,491 | 36,940,805 | 37,778,034 |
| 09 Supplies and Materials | 184,375 | 229,301 | 168,675 |
| 10 Equipment—Replacement | 331,474 | 207,066 | 227,418 |
| 11 Equipment—Additional | 1,354,863 | 2,426,029 | 2,532,960 |
| 13 Fixed Charges | 376,287 | 875,251 | 982,935 |
| 14 Land and Structures | | 400,000 | |
| Total Operating Expenses | <u>40,694,703</u> | <u>42,444,328</u> | <u>43,056,997</u> |
| Total Expenditure | <u>50,556,886</u> | <u>51,983,595</u> | <u>53,265,823</u> |
| Special Fund Expenditure | <u>50,556,886</u> | <u>51,983,595</u> | <u>53,265,823</u> |
| Special Fund Income: | | | |
| E75301 Lottery Ticket Sales | <u>50,556,886</u> | <u>51,983,595</u> | <u>53,265,823</u> |

PROPERTY TAX ASSESSMENT APPEALS BOARDS

E80E00.01 PROPERTY TAX ASSESSMENT APPEALS BOARDS

PROGRAM DESCRIPTION

The Property Tax Assessment Appeals Boards, located in each county and Baltimore City, hear appeals on actions of the State Department of Assessments and Taxation on matters relating to the assessment of property or on any other tax matters which may be assigned by the General Assembly. Property assessments made by the State Assessors may be appealed to the local Property Tax Assessment Appeals Boards in the counties and Baltimore City, prior to the Maryland Tax Court and subsequent State court reviews.

MISSION

This agency was established to provide a means for every property owner in the State to appeal the valuation established for tax purposes by the State Department of Assessment and Taxation.

VISION

Every appeal filed would be heard in a timely manner and every decision rendered would be accurate and fair based on the evidence presented at the hearings. Within 30 days, a written decision that states the Boards findings as well as the basis for the findings would be sent to the petitioner in writing. All of these actions would be accomplished on-line through e-government.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To conduct appeals in a timely and efficient fashion.

Objective 1.1. To hear every appeal and render a decision for every appeal filed during the appeal cycle year.

| Performance Measures: (Calendar Years) | 2001 Actual | 2002 Estimated | 2003 Estimated | 2004 Estimated |
|--|----------------|-------------------|-------------------|-------------------|
| Inputs: Appeals filed | 7,463 | 9,810 | 8,988 | 9,886 |
| Outputs: Appeals heard | 4,992 | 4,851 | 5,704 | 6,920 |
| Outcomes: Appeals clearance rate | 67% | 49% | 63% | 70% |
| Quality: Average length of time from appeal filing and appeal hearing (months): | | | | |
| Metro counties/Baltimore City | 5 | 5 | 5 | 5 |
| All others | 3 | 3 | 3 | 3 |
| Average length of time from hearing to decision (days) | 30 | 30 | 30 | 30 |
| Number of appeals pending at end of appeal cycle year | 4,249 | 4,226 | 3,284 | 2,500 |

Goal 2. To render accurate and fair decisions.

Objective 2.1. In each year, less than 10% of decisions shall be appealed to the Maryland Tax Court.

| Performance Measures: (Calendar Years) | 2001 Actual | 2002 Estimated | 2003 Estimated | 2004 Estimated |
|--|----------------|-------------------|-------------------|-------------------|
| Inputs: Appeals Filed | 7,463 | 9,810 | 8,988 | 9,886 |
| Quality: Number of appeals filed with Maryland Tax Court | 554 | 564 | 650 | 715 |
| Percentage of appeals filed with Maryland Tax Court | 7.4% | 5.7% | 7.2% | 7.2% |
| Outcome: Percentage of affirmations by Maryland Tax Court | 53% | 49% | 52% | 50% |

PROPERTY TAX ASSESSMENT APPEALS BOARDS

E80E00.01 PROPERTY TAX ASSESSMENT APPEALS BOARDS (Continued)

Objective 2.2. In each year, the Board will ensure and attempt to measure the fairness of decisions rendered by achieving a survey response rate of at least 33% and at least 2 “satisfactory” responses for each “unsatisfactory” response.

| Performance Measures: | 2001 | 2002 | 2003 | 2004 |
|---|---------------|---------------|------------------|------------------|
| | Actual | Actual | Estimated | Estimated |
| Inputs: Customer surveys distributed | * | * | * | 500 |
| Outputs: Customer surveys collected and responses recorded | * | * | * | 165 |
| Efficiency: Percentage of surveys distributed that were returned | * | * | * | 33% |
| Quality: Satisfactory vs. unsatisfactory ratio | * | * | * | 2:1 |

Note: * New measures for which data is not available.

PROPERTY TAX ASSESSMENT APPEALS BOARDS

E80E00.01 PROPERTY TAX ASSESSMENT APPEALS BOARDS

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|--|------------------------|-------------------------------|---------------------------|
| Number of Authorized Positions | 9.00 | 9.00 | 9.00 |
| 01 Salaries, Wages and Fringe Benefits | <u>763,117</u> | <u>765,519</u> | <u>779,242</u> |
| 03 Communication..... | 31,922 | 23,512 | 28,414 |
| 04 Travel..... | 24,518 | 15,800 | 14,500 |
| 06 Fuel and Utilities..... | 87 | | |
| 07 Motor Vehicle Operation and Maintenance | 11,939 | 14,141 | 13,485 |
| 08 Contractual Services | 38,604 | 16,774 | 16,742 |
| 09 Supplies and Materials | 10,444 | 10,300 | 9,000 |
| 10 Equipment—Replacement..... | 21,370 | 10,304 | |
| 11 Equipment—Additional..... | 3,281 | | |
| 12 Grants, Subsidies and Contributions..... | 2,115 | | |
| 13 Fixed Charges..... | <u>70,830</u> | <u>77,029</u> | <u>80,191</u> |
| Total Operating Expenses..... | <u>215,110</u> | <u>167,860</u> | <u>162,332</u> |
| Total Expenditure | <u>978,227</u> | <u>933,379</u> | <u>941,574</u> |
| Original General Fund Appropriation..... | 907,015 | 933,379 | |
| Transfer of General Fund Appropriation..... | 72,212 | | |
| Total General Fund Appropriation..... | <u>979,227</u> | <u>933,379</u> | |
| Less: General Fund Reversion/Reduction..... | 1,000 | | |
| Net General Fund Expenditure..... | <u>978,227</u> | <u>933,379</u> | <u>941,574</u> |

REGISTERS OF WILLS

OBJECTIVES

Section 2-205 of the Estate and Trusts Article provides that if the fees and receipts of the Registers of Wills are insufficient in any year to pay the authorized salaries and expenses of any Register of Wills, a deficiency shall be paid to the Register of Wills by the Comptroller from funds provided in the State budget for that purpose.

E90G00.01 SUPPLEMENT FOR REGISTERS OF WILLS

Program Description:

The supplement for Registers of Wills program provides funds from which deficiencies in the operations of the various Registers of Wills may be paid.

Appropriation Statement:

| | 2002 Actual | 2003 Appropriation | 2004 Allowance |
|---|----------------|-----------------------|-------------------|
| 12 Grants, Subsidies and Contributions..... | 59,116 | 75,000 | 75,000 |
| Total Operating Expenses..... | 59,116 | 75,000 | 75,000 |
| Total Expenditure..... | 59,116 | 75,000 | 75,000 |
| Total General Fund Appropriation..... | 75,000 | 75,000 | |
| Less: General Fund Reversion/Reduction..... | 15,884 | | |
| Net General Fund Expenditure..... | 59,116 | 75,000 | 75,000 |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a01 Office of the Comptroller | | | | | | | |
| e00a0101 Executive Direction | | | | | | | |
| comptroller state of md | 1.00 | 100,000 | 1.00 | 106,250 | 1.00 | 114,584 | |
| chf deputy comptroller | 1.00 | 116,711 | 1.00 | 119,019 | 1.00 | 119,019 | |
| exec vii | 1.00 | 108,461 | 1.00 | 110,606 | 1.00 | 110,606 | |
| div dir ofc atty general | 1.00 | 107,043 | 1.00 | 108,140 | 1.00 | 108,140 | |
| asst state compt iv | 2.00 | 155,654 | 2.00 | 158,732 | 2.00 | 158,732 | |
| asst attorney general viii | 1.00 | 86,933 | 1.00 | 89,249 | 1.00 | 89,249 | |
| administrator vii | 2.00 | 156,729 | 2.00 | 159,604 | 2.00 | 159,604 | |
| asst state compt ii | 1.00 | 118,141 | 2.00 | 134,226 | 2.00 | 134,226 | |
| administrator iv | 1.00 | 56,746 | 1.00 | 58,124 | 1.00 | 58,124 | |
| asst state compt i | 1.00 | 53,549 | 1.00 | 60,416 | 1.00 | 60,416 | |
| administrator iii | 2.00 | 55,326 | .00 | 0 | .00 | 0 | |
| accountant, advanced | .00 | 27,783 | 1.00 | 45,029 | 1.00 | 45,029 | |
| administrator i | 1.00 | 53,983 | 1.00 | 45,029 | 1.00 | 45,029 | |
| internal auditor ii | 1.00 | 2,902 | .00 | 0 | .00 | 0 | |
| revenue administrator iv | 2.00 | 98,950 | 2.00 | 101,070 | 2.00 | 101,070 | |
| accountant ii | 1.00 | 15,360 | .00 | 0 | .00 | 0 | |
| admin officer iii | 1.00 | 2,024 | .00 | 0 | .00 | 0 | |
| pub affairs officer ii | 1.00 | 54,523 | 2.00 | 89,493 | 2.00 | 89,493 | |
| pub affairs officer ii | .00 | 40,246 | 1.00 | 44,670 | 1.00 | 44,670 | |
| revenue administrator iii | 2.00 | 93,706 | 2.00 | 94,638 | 2.00 | 94,638 | |
| accountant i | .00 | 0 | .00 | 0 | .00 | 0 | |
| revenue administrator ii | 1.00 | 43,455 | 1.00 | 44,314 | 1.00 | 44,314 | |
| pub affairs officer i | 1.00 | 28,987 | .00 | 0 | .00 | 0 | |
| pub affairs officer i | 1.00 | 3,849 | .00 | 0 | .00 | 0 | |
| pub affairs specialist iii | .00 | 28,267 | 1.00 | 36,717 | 1.00 | 36,717 | |
| pub affairs specialist ii | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| paralegal ii | 1.00 | 36,697 | 1.00 | 37,423 | 1.00 | 37,423 | |
| exec assoc i | 1.00 | 43,547 | 1.00 | 44,314 | 1.00 | 44,314 | |
| management assoc | 1.00 | 38,071 | 1.00 | 39,191 | 1.00 | 39,191 | |
| admin aide | 1.00 | 35,547 | 1.00 | 35,740 | 1.00 | 35,740 | |
| office secy iii | .00 | 9,978 | 1.00 | 33,493 | 1.00 | 33,493 | |
| office secy ii | 2.50 | 67,373 | 1.50 | 42,087 | 1.50 | 42,087 | |
| TOTAL e00a0101* | 33.50 | 1,840,541 | 30.50 | 1,837,574 | 30.50 | 1,845,908 | |
| e00a0102 Financial and Support Services | | | | | | | |
| asst state compt iv | 1.00 | 76,846 | 1.00 | 78,366 | 1.00 | 78,366 | |
| asst state compt iii | 1.00 | 71,258 | 1.00 | 73,107 | 1.00 | 73,107 | |
| asst state compt ii | .00 | 24,577 | 1.00 | 67,100 | 1.00 | 67,100 | |
| admin prog mgr i | 1.00 | 39,544 | .00 | 0 | .00 | 0 | |
| accountant supervisor i | 1.00 | 53,179 | 1.00 | 53,975 | 1.00 | 53,975 | |
| administrator ii | 2.00 | 104,876 | 2.00 | 106,960 | 2.00 | 106,960 | |
| personnel administrator i | .00 | 31,855 | 1.00 | 53,975 | 1.00 | 53,975 | |
| administrator i | .00 | 28,222 | 1.00 | 40,184 | 1.00 | 40,184 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a0102 Financial and Support Services | | | | | | | |
| personnel officer iii | 2.00 | 64,981 | 1.00 | 45,902 | 1.00 | 45,902 | |
| accountant ii | 2.00 | 86,753 | 2.00 | 85,995 | 2.00 | 85,995 | |
| admin officer iii | 1.00 | 45,965 | .00 | 0 | .00 | 0 | |
| revenue administrator iii | 1.00 | 45,965 | 1.00 | 47,319 | 1.00 | 47,319 | |
| admin officer ii | .00 | 10,801 | 1.00 | 43,472 | 1.00 | 43,472 | |
| personnel officer i | 1.00 | 53,843 | 2.00 | 85,358 | 2.00 | 85,358 | |
| admin officer i | .00 | 23,455 | .00 | 0 | .00 | 0 | |
| revenue administrator i | 1.00 | 26,786 | .00 | 0 | .00 | 0 | |
| personnel specialist ii | .00 | 26,408 | 1.00 | 38,145 | 1.00 | 38,145 | |
| personnel specialist i | 1.00 | 9,977 | .00 | 0 | .00 | 0 | |
| services supervisor iii | 1.00 | 6,632 | .00 | 0 | .00 | 0 | |
| services supervisor ii | 1.00 | 34,970 | 1.00 | 35,740 | 1.00 | 35,740 | |
| agency buyer i | 1.00 | 32,417 | 1.00 | 33,493 | 1.00 | 33,493 | |
| services supervisor i | 1.00 | 32,788 | 1.00 | 33,493 | 1.00 | 33,493 | |
| agency procurement specialist i | .00 | 0 | 1.00 | 31,836 | 1.00 | 31,836 | |
| agency procurement specialist t | 1.00 | 29,288 | .00 | 0 | .00 | 0 | |
| personnel associate ii | 1.00 | 56,628 | 3.00 | 99,543 | 3.00 | 99,543 | |
| personnel associate i | 2.00 | 48,366 | 1.00 | 30,465 | 1.00 | 30,465 | |
| personnel clerk | .00 | 12,560 | .00 | 0 | .00 | 0 | |
| management associate | 2.00 | 68,280 | 1.00 | 40,718 | 1.00 | 40,718 | |
| fiscal accounts clerk superviso | 1.00 | 33,001 | 1.00 | 33,399 | 1.00 | 33,399 | |
| admin aide | 1.00 | 27,211 | 1.00 | 30,153 | 1.00 | 30,153 | |
| fiscal accounts clerk ii | 1.50 | 28,278 | 1.50 | 40,967 | 1.50 | 40,967 | |
| services specialist | 1.00 | 29,312 | 1.00 | 30,226 | 1.00 | 30,226 | |
| office services clerk | 1.00 | 4,138 | .00 | 0 | .00 | 0 | |
| supv of offset machn operatrs | 1.00 | 29,385 | .00 | 0 | .00 | 0 | |
| fiscal accounts clerk i | .00 | 10,368 | 1.00 | 21,675 | 1.00 | 21,675 | |
| offset machine operator ii | 1.00 | 22,051 | .00 | 0 | .00 | 0 | |
| fiscal accounts clerk trainee | 1.00 | 9,955 | .00 | 0 | .00 | 0 | |
| office appliance clerk ii | .00 | 25,692 | 1.00 | 26,369 | 1.00 | 26,369 | |
| office processing clerk i | 1.00 | 19,599 | 1.00 | 20,347 | 1.00 | 20,347 | |
| print shop supv ii | 1.00 | 35,047 | .00 | 0 | .00 | 0 | |
| building services worker ii | 4.00 | 94,948 | 4.00 | 96,731 | 4.00 | 96,731 | |
| stock clerk ii | 2.00 | 22,237 | 1.00 | 23,827 | 1.00 | 23,827 | |
| TOTAL e00a0102* | 41.50 | 1,538,442 | 37.50 | 1,448,840 | 37.50 | 1,448,840 | |
| TOTAL e00a01 ** | 75.00 | 3,378,983 | 68.00 | 3,286,414 | 68.00 | 3,294,748 | |
| e00a02 General Accounting Division | | | | | | | |
| e00a0201 Accounting Control and Reporting | | | | | | | |
| asst state compt vi | 1.00 | 100,822 | 1.00 | 102,816 | 1.00 | 102,816 | |
| prgm mgr senior i | 2.00 | 162,592 | 2.00 | 167,004 | 2.00 | 167,004 | |
| admin prog mgr iv | .00 | 4,116 | .00 | 0 | .00 | 0 | |
| admin prog mgr ii | 1.00 | 68,653 | 1.00 | 69,755 | 1.00 | 69,755 | |
| accountant manager iii | 1.00 | 62,242 | 1.00 | 63,823 | 1.00 | 63,823 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a02 General Accounting Division | | | | | | | |
| e00a0201 Accounting Control and Reporting | | | | | | | |
| accountant manager i | 1.00 | 57,047 | 1.00 | 58,124 | 1.00 | 58,124 | |
| accountant supervisor ii | 1.00 | 57,094 | 1.00 | 57,658 | 1.00 | 57,658 | |
| systems control accountant lead | .00 | 40,555 | 1.00 | 52,353 | 1.00 | 52,353 | |
| accountant supervisor i | 1.00 | 47,401 | 1.00 | 48,084 | 1.00 | 48,084 | |
| revenue administrator v | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| systems control accountant ii c | .00 | 8,489 | 1.00 | 48,084 | 1.00 | 48,084 | |
| accountant, advanced | 3.00 | 79,732 | 4.00 | 167,240 | 4.00 | 167,240 | |
| accountant, lead | 1.00 | 9,674 | 1.00 | 37,255 | 1.00 | 37,255 | |
| dp functional analyst ii | 1.00 | 23,976 | .00 | 0 | .00 | 0 | |
| management specialist iv | 1.00 | 48,861 | 1.00 | 49,572 | 1.00 | 49,572 | |
| accountant ii | 4.00 | 142,663 | 3.00 | 124,741 | 3.00 | 124,741 | |
| computer info services spec ii | 2.00 | 85,127 | 2.00 | 86,810 | 2.00 | 86,810 | |
| dp functional analyst i | 1.00 | 35,579 | 1.00 | 42,174 | 1.00 | 42,174 | |
| revenue administrator iii | 1.00 | 46,715 | 1.00 | 47,319 | 1.00 | 47,319 | |
| accountant i | 1.00 | 23,117 | .00 | 0 | .00 | 0 | |
| management specialist iii | .00 | 19,506 | 1.00 | 41,839 | 1.00 | 41,839 | |
| computer info services spec i | 1.00 | 3,070 | .00 | 0 | .00 | 0 | |
| management specialist ii | 1.00 | 21,999 | .00 | 0 | .00 | 0 | |
| revenue examiner i | .00 | 917 | .00 | 0 | .00 | 0 | |
| fiscal accounts technician supv | 1.00 | 37,240 | 1.00 | 37,721 | 1.00 | 37,721 | |
| fiscal accounts technician ii | 5.00 | 186,522 | 6.00 | 212,473 | 6.00 | 212,473 | |
| fiscal accounts technician i | 1.00 | 41,489 | 1.00 | 25,286 | 1.00 | 25,286 | |
| exec assoc i | 1.00 | 43,705 | 1.00 | 44,314 | 1.00 | 44,314 | |
| fiscal accounts clerk manager | 1.00 | 39,116 | 1.00 | 39,504 | 1.00 | 39,504 | |
| management associate | 2.00 | 81,898 | 2.00 | 83,008 | 2.00 | 83,008 | |
| fiscal accounts clerk superviso | 3.00 | 78,672 | 2.00 | 76,290 | 2.00 | 76,290 | |
| fiscal accounts clerk ii | 8.00 | 134,804 | 5.00 | 136,196 | 5.00 | 136,196 | |
| fiscal accounts clerk i | .00 | 41,372 | 3.00 | 69,382 | 3.00 | 69,382 | |
| fiscal accounts clerk trainee | 1.00 | 49,392 | 2.00 | 45,495 | 2.00 | 45,495 | |
| obs-fiscal aide i | 1.00 | 561 | .00 | 0 | .00 | 0 | |
| TOTAL e00a0201* | 50.00 | 1,884,718 | 48.00 | 2,034,320 | 48.00 | 2,034,320 | |
| TOTAL e00a02 ** | 50.00 | 1,884,718 | 48.00 | 2,034,320 | 48.00 | 2,034,320 | |
| e00a03 Bureau of Revenue Estimates | | | | | | | |
| e00a0301 Estimating of Revenues | | | | | | | |
| asst state compt vi | 1.00 | 85,304 | 1.00 | 86,991 | 1.00 | 86,991 | |
| administrator vii | 1.00 | 60,804 | 1.00 | 70,893 | 1.00 | 70,893 | |
| asst state compt iii | 1.00 | 70,811 | 1.00 | 71,701 | 1.00 | 71,701 | |
| research analyst iv | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| office secy i | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| TOTAL e00a0301* | 5.00 | 216,919 | 3.00 | 229,585 | 3.00 | 229,585 | |
| TOTAL e00a03 ** | 5.00 | 216,919 | 3.00 | 229,585 | 3.00 | 229,585 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|--|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a04 Revenue Administration Division | | | | | | | |
| e00a0401 Revenue Administration | | | | | | | |
| asst state compt vi | 1.00 | 87,706 | 1.00 | 89,440 | 1.00 | 89,440 | |
| prgm mgr senior i | 2.00 | 159,785 | 2.00 | 165,392 | 2.00 | 165,392 | |
| prgm mgr iv | .00 | 76,306 | 1.00 | 75,148 | 1.00 | 75,148 | |
| asst state compt iii | 1.00 | 1,817 | .00 | 0 | .00 | 0 | |
| asst state compt ii | 6.00 | 399,244 | 6.00 | 407,886 | 6.00 | 407,886 | |
| tax consultant ii | 1.00 | 52,929 | 1.00 | 53,975 | 1.00 | 53,975 | |
| computer network spec supr | 1.00 | 59,830 | 1.00 | 61,597 | 1.00 | 61,597 | |
| computer network spec lead | 1.00 | 13,623 | .00 | 0 | .00 | 0 | |
| dp functional analyst superviso | .00 | 31,971 | 1.00 | 57,658 | 1.00 | 57,658 | |
| revenue administrator vi | 6.00 | 336,487 | 6.00 | 345,036 | 6.00 | 345,036 | |
| accountant supervisor i | 3.00 | 154,607 | 3.00 | 157,919 | 3.00 | 157,919 | |
| computer info services spec sup | 1.00 | 53,429 | 1.00 | 53,975 | 1.00 | 53,975 | |
| computer network spec ii | 2.00 | 155,279 | 4.00 | 187,036 | 4.00 | 187,036 | |
| dp functional analyst lead | 2.00 | 76,833 | 1.00 | 55,027 | 1.00 | 55,027 | |
| revenue administrator v | 2.00 | 107,660 | 2.00 | 110,054 | 2.00 | 110,054 | |
| dp functional analyst ii | 1.00 | 47,934 | 2.00 | 99,162 | 2.00 | 99,162 | |
| obs-data proc prog analyst spec | 1.00 | 49,088 | 1.00 | 50,535 | 1.00 | 50,535 | |
| revenue administrator iv | 17.00 | 786,073 | 16.00 | 799,148 | 16.00 | 799,148 | |
| accountant ii | 2.00 | 115,579 | 4.00 | 168,799 | 4.00 | 168,799 | |
| admin officer iii | 1.00 | 44,054 | 1.00 | 44,670 | 1.00 | 44,670 | |
| computer info services spec ii | 1.00 | 46,215 | 1.00 | 47,319 | 1.00 | 47,319 | |
| computer network spec trainee | 1.00 | 24,065 | .00 | 0 | .00 | 0 | |
| dp functional analyst i | .00 | 158,085 | 4.00 | 169,083 | 4.00 | 169,083 | |
| revenue administrator iii | 4.00 | 160,242 | 3.00 | 141,957 | 3.00 | 141,957 | |
| accountant i | 3.00 | 80,571 | 2.00 | 73,759 | 2.00 | 73,759 | |
| dp functional analyst trainee | 5.00 | 51,980 | 1.00 | 32,715 | 1.00 | 32,715 | |
| obs-data proc prog analyst spec | 1.00 | 40,630 | 1.00 | 32,715 | 1.00 | 32,715 | |
| obs-fiscal specialist i | 2.00 | 87,098 | 2.00 | 88,628 | 2.00 | 88,628 | |
| revenue administrator ii | 8.00 | 347,345 | 8.00 | 354,512 | 8.00 | 354,512 | |
| revenue specialist iii | 18.00 | 775,483 | 19.00 | 824,654 | 19.00 | 824,654 | |
| accountant trainee | 1.00 | 22,429 | .00 | 0 | .00 | 0 | |
| revenue administrator i | 2.00 | 53,667 | 1.00 | 40,718 | 1.00 | 40,718 | |
| revenue specialist ii | 35.00 | 1,335,120 | 37.00 | 1,470,099 | 37.00 | 1,470,099 | |
| admin spec iii | 1.00 | 38,715 | 1.00 | 38,880 | 1.00 | 38,880 | |
| revenue specialist i | 69.40 | 2,750,025 | 84.40 | 3,128,385 | 84.40 | 3,128,385 | |
| revenue examiner iii | 24.90 | 872,745 | 21.40 | 740,853 | 21.40 | 740,853 | |
| revenue examiner iii | .20 | 0 | .20 | 5,392 | .20 | 5,392 | |
| revenue examiner ii | 14.00 | 401,508 | 18.00 | 503,007 | 18.00 | 503,007 | |
| revenue examiner i | 20.50 | 248,431 | 4.00 | 97,836 | 4.00 | 97,836 | |
| dp production control spec lead | 3.00 | 131,133 | 4.00 | 135,973 | 4.00 | 135,973 | |
| dp production control spec ii | 5.00 | 122,621 | 4.00 | 122,243 | 4.00 | 122,243 | |
| police officer ii | .00 | 0 | 1.00 | 38,880 | 1.00 | 38,880 | |
| building guard ii | 2.00 | 47,686 | 2.00 | 47,973 | 2.00 | 47,973 | |
| building guard i | .00 | -906 | .00 | 0 | .00 | 0 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|--|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a04 Revenue Administration Division | | | | | | | |
| e00a0401 Revenue Administration | | | | | | | |
| fiscal accounts technician supv | 1.00 | 34,656 | 1.00 | 34,322 | 1.00 | 34,322 | |
| fiscal accounts technician ii | 5.00 | 193,692 | 7.00 | 226,506 | 7.00 | 226,506 | |
| fiscal accounts technician i | .00 | 25,806 | .00 | 0 | .00 | 0 | |
| obs-fiscal associate i | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| exec assoc i | 1.00 | 43,047 | 1.00 | 44,314 | 1.00 | 44,314 | |
| management associate | 4.00 | 161,452 | 4.00 | 163,673 | 4.00 | 163,673 | |
| fiscal accounts clerk superviso | 6.00 | 206,030 | 6.00 | 209,603 | 6.00 | 209,603 | |
| admin aide | 5.50 | 189,650 | 5.50 | 191,505 | 5.50 | 191,505 | |
| office supervisor | 2.50 | 73,532 | 2.50 | 76,732 | 2.50 | 76,732 | |
| fiscal accounts clerk, lead | 1.00 | 30,446 | 1.00 | 31,048 | 1.00 | 31,048 | |
| obs-office supervisor iii | 1.00 | 29,139 | 1.00 | 33,493 | 1.00 | 33,493 | |
| office secy iii | 4.00 | 148,759 | 4.00 | 123,570 | 4.00 | 123,570 | |
| fiscal accounts clerk ii | 16.50 | 543,270 | 21.50 | 636,520 | 21.50 | 636,520 | |
| office secy ii | 2.50 | 64,361 | 2.30 | 72,988 | 2.30 | 72,988 | |
| office secy ii | .00 | 0 | .20 | 4,744 | .20 | 4,744 | |
| office services clerk lead | 1.00 | 31,080 | 1.00 | 31,992 | 1.00 | 31,992 | |
| obs-fiscal clerk iii, general | 1.00 | 790 | .00 | 0 | .00 | 0 | |
| obs-office supervisor i | 1.00 | 29,622 | 1.00 | 29,988 | 1.00 | 29,988 | |
| office services clerk | 19.00 | 437,698 | 16.00 | 435,327 | 16.00 | 435,327 | |
| word processing supervisor ii | 1.00 | 7,426 | .00 | 0 | .00 | 0 | |
| fiscal accounts clerk i | 7.00 | 96,278 | 1.00 | 24,210 | 1.00 | 24,210 | |
| obs-fiscal clerk ii, general | 3.00 | 51,320 | 2.00 | 51,804 | 2.00 | 51,804 | |
| office clerk ii | 18.00 | 521,650 | 23.00 | 582,728 | 23.00 | 582,728 | |
| fiscal accounts clerk trainee | 1.00 | 38,789 | 2.00 | 43,790 | 2.00 | 43,790 | |
| obs-office clerk i | .00 | 4,016 | .00 | 0 | .00 | 0 | |
| office clerk i | 6.00 | 134,251 | 8.00 | 170,845 | 8.00 | 170,845 | |
| office processing clerk i | .00 | 18,740 | 2.00 | 40,694 | 2.00 | 40,694 | |
| office clerk assistant | 9.00 | 120,709 | 4.00 | 83,475 | 4.00 | 83,475 | |
| office processing assistant | 3.00 | 41,988 | 1.00 | 18,424 | 1.00 | 18,424 | |
| obs-office assistant ii gen | 1.00 | 5,828 | .00 | 0 | .00 | 0 | |
| TOTAL e00a0401* | 394.00 | 13,889,147 | 391.00 | 14,480,333 | 391.00 | 14,480,333 | |
| TOTAL e00a04 ** | 394.00 | 13,889,147 | 391.00 | 14,480,333 | 391.00 | 14,480,333 | |
| e00a05 Compliance Division | | | | | | | |
| e00a0501 Compliance Administration | | | | | | | |
| asst state compt vi | 1.00 | 92,831 | 1.00 | 94,553 | 1.00 | 94,553 | |
| asst attorney general viii | 1.00 | 67,998 | 1.00 | 87,526 | 1.00 | 87,526 | |
| prgm mgr senior i | 2.00 | 163,092 | 2.00 | 167,004 | 2.00 | 167,004 | |
| asst attorney general vi | 2.00 | 211,717 | 3.00 | 232,878 | 3.00 | 232,878 | |
| prgm mgr iv | .00 | 4,116 | .00 | 0 | .00 | 0 | |
| asst state compt iii | .00 | 15,022 | 1.00 | 73,107 | 1.00 | 73,107 | |
| asst state compt ii | 5.00 | 308,332 | 6.00 | 385,246 | 6.00 | 385,246 | |
| asst state compt i | 1.00 | 55,626 | 1.00 | 57,011 | 1.00 | 57,011 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|------------------------------------|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a05 Compliance Division | | | | | | | |
| e00a0501 Compliance Administration | | | | | | | |
| tax consultant ii | 3.00 | 33,473 | .00 | 0 | .00 | 0 | |
| asst attorney general v | 1.00 | 4,533 | .00 | 0 | .00 | 0 | |
| fiscal services administrator i | 1.00 | 68,063 | 1.00 | 70,322 | 1.00 | 70,322 | |
| fiscal services administrator i | 2.00 | 124,078 | 2.00 | 125,602 | 2.00 | 125,602 | |
| financial compliance auditor pr | 2.00 | 106,779 | 1.00 | 58,783 | 1.00 | 58,783 | |
| revenue administrator vi | 7.00 | 589,422 | 11.00 | 634,326 | 11.00 | 634,326 | |
| computer info services spec sup | 1.00 | 46,780 | 1.00 | 48,084 | 1.00 | 48,084 | |
| financial compliance auditor su | 3.00 | 153,951 | 3.00 | 158,159 | 3.00 | 158,159 | |
| revenue administrator v | 2.00 | 314,920 | 7.00 | 378,877 | 7.00 | 378,877 | |
| financial compliance auditor, l | 2.00 | 56,728 | 1.00 | 50,535 | 1.00 | 50,535 | |
| revenue administrator iv | 9.00 | 250,933 | 4.00 | 202,140 | 4.00 | 202,140 | |
| revenue field auditor supr | 11.00 | 487,914 | 9.00 | 452,907 | 9.00 | 452,907 | |
| computer info services spec ii | 2.00 | 115,256 | 3.00 | 129,088 | 3.00 | 129,088 | |
| financial compliance auditor ii | 2.00 | 109,715 | 3.00 | 135,843 | 3.00 | 135,843 | |
| revenue administrator iii | 7.00 | 389,711 | 9.00 | 424,971 | 9.00 | 424,971 | |
| revenue field auditor sr | 24.00 | 1,238,295 | 29.50 | 1,384,798 | 29.50 | 1,384,798 | |
| financial compliance auditor i | 3.00 | 87,257 | 1.00 | 40,267 | 1.00 | 40,267 | |
| obs-fiscal specialist i | 3.00 | 97,997 | 3.00 | 121,343 | 3.00 | 121,343 | |
| revenue administrator ii | 6.00 | 202,378 | 4.00 | 176,414 | 4.00 | 176,414 | |
| revenue field auditor ii | 9.50 | 535,047 | 16.00 | 653,374 | 16.00 | 653,374 | |
| revenue specialist iii | 4.00 | 191,746 | 5.00 | 221,570 | 5.00 | 221,570 | |
| computer info services spec i | 1.00 | 10,232 | .00 | 0 | .00 | 0 | |
| financial compliance auditor tr | .00 | 54,058 | 2.00 | 72,647 | 2.00 | 72,647 | |
| revenue administrator i | 5.50 | 249,414 | 6.50 | 268,219 | 6.50 | 268,219 | |
| revenue specialist ii | 19.60 | 808,772 | 21.60 | 872,511 | 21.60 | 872,511 | |
| obs-accountant-auditor iii | 2.00 | 38,126 | 1.00 | 38,880 | 1.00 | 38,880 | |
| revenue field auditor i | 20.00 | 364,995 | 10.00 | 319,988 | 10.00 | 319,988 | |
| revenue specialist i | 63.50 | 2,533,260 | 71.50 | 2,710,547 | 71.50 | 2,710,547 | |
| revenue examiner iii | 23.00 | 656,692 | 18.00 | 617,286 | 18.00 | 617,286 | |
| revenue examiner iii | .20 | 0 | .20 | 5,392 | .20 | 5,392 | |
| revenue examiner ii | 9.00 | 232,044 | 12.00 | 325,300 | 12.00 | 325,300 | |
| revenue examiner i | 13.00 | 146,418 | 3.00 | 75,344 | 3.00 | 75,344 | |
| dp production control spec ii | .00 | 15,029 | 1.00 | 34,135 | 1.00 | 34,135 | |
| dp production control spec i | 1.00 | 16,343 | .00 | 0 | .00 | 0 | |
| fiscal accounts technician supv | .00 | 12,234 | 1.00 | 40,718 | 1.00 | 40,718 | |
| paralegal ii | 1.00 | 30,381 | 1.00 | 30,982 | 1.00 | 30,982 | |
| fiscal accounts technician ii | .00 | 43,638 | 3.00 | 107,908 | 3.00 | 107,908 | |
| fiscal accounts technician i | 3.00 | 58,541 | .00 | 0 | .00 | 0 | |
| exec assoc i | 1.00 | 43,955 | 1.00 | 44,314 | 1.00 | 44,314 | |
| management assoc | 1.00 | 42,497 | 1.00 | 41,504 | 1.00 | 41,504 | |
| management associate | 3.00 | 116,264 | 3.00 | 123,726 | 3.00 | 123,726 | |
| fiscal accounts clerk superviso | 1.00 | 42,031 | 1.00 | 30,982 | 1.00 | 30,982 | |
| admin aide | 5.00 | 140,034 | 4.00 | 135,202 | 4.00 | 135,202 | |
| admin aide | 1.00 | 35,047 | 1.00 | 35,740 | 1.00 | 35,740 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a05 Compliance Division | | | | | | | |
| e00a0501 Compliance Administration | | | | | | | |
| office supervisor | 1.00 | 33,354 | 1.00 | 33,759 | 1.00 | 33,759 | |
| fiscal accounts clerk, lead | 2.00 | 45,670 | 1.00 | 32,246 | 1.00 | 32,246 | |
| office secy iii | 8.00 | 227,377 | 7.00 | 234,463 | 7.00 | 234,463 | |
| fiscal accounts clerk ii | 11.00 | 294,083 | 11.00 | 318,754 | 11.00 | 318,754 | |
| office secy ii | 3.00 | 104,239 | 4.00 | 127,968 | 4.00 | 127,968 | |
| office processing clerk lead | .00 | 20,347 | 1.00 | 32,347 | 1.00 | 32,347 | |
| office secy i | 1.00 | 29,656 | 1.00 | 29,988 | 1.00 | 29,988 | |
| office services clerk | 1.00 | 31,567 | 1.00 | 33,598 | 1.00 | 33,598 | |
| fiscal accounts clerk i | 2.00 | 20,886 | 1.00 | 20,894 | 1.00 | 20,894 | |
| obs-office clerk ii | 2.00 | 21,994 | 1.00 | 31,492 | 1.00 | 31,492 | |
| office clerk ii | 5.00 | 115,884 | 2.90 | 82,557 | 2.90 | 82,557 | |
| office processing clerk ii | 2.00 | 46,571 | 2.00 | 46,017 | 2.00 | 46,017 | |
| offset machine operator ii | 1.00 | 27,573 | 1.00 | 28,118 | 1.00 | 28,118 | |
| fiscal accounts clerk trainee | .00 | 21,507 | 1.00 | 29,520 | 1.00 | 29,520 | |
| office clerk i | .90 | 13,179 | .00 | 0 | .00 | 0 | |
| office processing clerk i | 1.00 | 12,844 | .00 | 0 | .00 | 0 | |
| stock clerk ii | 1.00 | 24,253 | 1.00 | 24,733 | 1.00 | 24,733 | |
| TOTAL e00a0501* | 332.20 | 12,904,699 | 328.20 | 13,602,507 | 328.20 | 13,602,507 | |
| TOTAL e00a05 ** | 332.20 | 12,904,699 | 328.20 | 13,602,507 | 328.20 | 13,602,507 | |
| e00a06 Field Enforcement Division | | | | | | | |
| e00a0601 Field Enforcement Administration | | | | | | | |
| exec vi | 1.00 | 90,201 | 1.00 | 91,957 | 1.00 | 91,957 | |
| prgm mgr senior i | .00 | 57,544 | 1.00 | 74,301 | 1.00 | 74,301 | |
| prgm mgr iv | 1.00 | 15,601 | .00 | 0 | .00 | 0 | |
| asst state compt ii | .00 | 104,513 | 2.00 | 120,643 | 2.00 | 120,643 | |
| comp field enforcement agent ch | 1.00 | 59,080 | 1.00 | 59,738 | 1.00 | 59,738 | |
| asst state compt i | 2.00 | 13,880 | .00 | 0 | .00 | 0 | |
| revenue administrator vi | 1.00 | 57,893 | 1.00 | 58,783 | 1.00 | 58,783 | |
| administrator ii | 1.00 | 49,732 | 1.00 | 50,941 | 1.00 | 50,941 | |
| administrator i | 1.00 | 47,026 | 1.00 | 47,701 | 1.00 | 47,701 | |
| revenue administrator iv | .00 | 89,769 | 2.00 | 100,107 | 2.00 | 100,107 | |
| revenue administrator iii | 3.00 | 95,594 | 2.00 | 92,854 | 2.00 | 92,854 | |
| chemist iii | 2.00 | 86,501 | 2.00 | 88,628 | 2.00 | 88,628 | |
| revenue administrator ii | .00 | 4,388 | 1.00 | 44,314 | 1.00 | 44,314 | |
| revenue administrator i | 2.00 | 77,896 | 1.00 | 41,504 | 1.00 | 41,504 | |
| chemist ii | 1.00 | 34,996 | 1.00 | 34,679 | 1.00 | 34,679 | |
| compliance inspector spvr compt | 1.00 | 4,436 | .00 | 0 | .00 | 0 | |
| compliance inspector iii comptro | 7.00 | 233,938 | 6.00 | 238,999 | 6.00 | 238,999 | |
| octane specialist | 1.00 | 34,660 | 1.00 | 35,345 | 1.00 | 35,345 | |
| compliance inspector ii comptro | .00 | 14,877 | 1.00 | 33,759 | 1.00 | 33,759 | |
| compliance inspector i comptrol | 1.00 | 18,414 | .00 | 0 | .00 | 0 | |
| lab tech ii | 1.00 | 29,640 | .00 | 0 | .00 | 0 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a06 Field Enforcement Division | | | | | | | |
| e00a0601 Field Enforcement Administration | | | | | | | |
| comp field enforcement agent su | 2.00 | 105,357 | 3.00 | 147,716 | 3.00 | 147,716 | |
| comp field enforcement agent ii | 15.00 | 704,707 | 16.00 | 736,072 | 16.00 | 736,072 | |
| police officer ii | 1.00 | 37,769 | .00 | 0 | .00 | 0 | |
| management associate | 1.00 | 37,137 | 1.00 | 38,448 | 1.00 | 38,448 | |
| admin aide | 2.00 | 71,399 | 2.00 | 70,806 | 2.00 | 70,806 | |
| office secy iii | .00 | -2,815 | .00 | 0 | .00 | 0 | |
| office secy i | 1.00 | 21,429 | 1.00 | 23,096 | 1.00 | 23,096 | |
| office clerk ii | .00 | 41,237 | 2.00 | 49,546 | 2.00 | 49,546 | |
| office clerk i | 2.00 | 4,676 | .00 | 0 | .00 | 0 | |
| TOTAL e00a0601* | 51.00 | 2,241,475 | 50.00 | 2,279,937 | 50.00 | 2,279,937 | |
| TOTAL e00a06 ** | 51.00 | 2,241,475 | 50.00 | 2,279,937 | 50.00 | 2,279,937 | |
| e00a07 Alcohol and Tobacco Tax Division | | | | | | | |
| e00a0701 Alcohol and Tobacco Tax Administration | | | | | | | |
| asst state compt iv | 1.00 | 84,818 | 1.00 | 86,495 | 1.00 | 86,495 | |
| prgm mgr iv | 1.00 | 68,858 | 1.00 | 70,893 | 1.00 | 70,893 | |
| asst state compt ii | .00 | 22,831 | 1.00 | 62,096 | 1.00 | 62,096 | |
| asst state compt i | 1.00 | 35,597 | .00 | 0 | .00 | 0 | |
| revenue administrator vi | 1.00 | 52,852 | 1.00 | 54,412 | 1.00 | 54,412 | |
| revenue administrator iv | 2.00 | 95,440 | 2.00 | 97,327 | 2.00 | 97,327 | |
| computer info services spec ii | .00 | 38,174 | 1.00 | 47,319 | 1.00 | 47,319 | |
| revenue administrator iii | 1.00 | 46,454 | 1.00 | 47,319 | 1.00 | 47,319 | |
| computer info services spec i | 1.00 | 7,216 | .00 | 0 | .00 | 0 | |
| revenue specialist i | 4.00 | 127,908 | 3.00 | 110,193 | 3.00 | 110,193 | |
| revenue examiner iii | 2.00 | 81,812 | 3.00 | 103,994 | 3.00 | 103,994 | |
| revenue examiner ii | 2.00 | 27,936 | 2.00 | 59,793 | 2.00 | 59,793 | |
| revenue examiner i | 1.00 | 49,710 | 1.00 | 25,806 | 1.00 | 25,806 | |
| exec assoc i | .00 | 16,454 | 1.00 | 40,267 | 1.00 | 40,267 | |
| management associate | 1.00 | 36,087 | 1.00 | 34,322 | 1.00 | 34,322 | |
| admin aide | 1.00 | 17,053 | .00 | 0 | .00 | 0 | |
| office secy iii | .00 | 13,937 | 1.00 | 34,135 | 1.00 | 34,135 | |
| fiscal accounts clerk ii | 1.00 | 22,120 | .00 | 0 | .00 | 0 | |
| office secy ii | 1.00 | 18,371 | .00 | 0 | .00 | 0 | |
| obs-fiscal clerk iii, general | 1.00 | 28,317 | 1.00 | 28,877 | 1.00 | 28,877 | |
| TOTAL e00a0701* | 22.00 | 891,945 | 21.00 | 903,248 | 21.00 | 903,248 | |
| TOTAL e00a07 ** | 22.00 | 891,945 | 21.00 | 903,248 | 21.00 | 903,248 | |
| e00a08 Motor Fuel Tax Division | | | | | | | |
| e00a0801 Motor Fuel Tax Administration | | | | | | | |
| asst state compt iv | 1.00 | 82,502 | 1.00 | 84,135 | 1.00 | 84,135 | |
| asst state compt iii | .00 | 92,361 | 2.00 | 138,179 | 2.00 | 138,179 | |
| asst state compt ii | 2.00 | 46,831 | .00 | 0 | .00 | 0 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|--|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a08 Motor Fuel Tax Division | | | | | | | |
| e00a0801 Motor Fuel Tax Administration | | | | | | | |
| revenue administrator vi | 1.00 | 57,893 | 1.00 | 58,783 | 1.00 | 58,783 | |
| revenue administrator v | 1.00 | 54,040 | 1.00 | 55,027 | 1.00 | 55,027 | |
| revenue administrator iv | 1.00 | 49,088 | 1.00 | 50,535 | 1.00 | 50,535 | |
| admin officer iii | 1.00 | 80,447 | 2.00 | 89,356 | 2.00 | 89,356 | |
| revenue administrator iii | 1.00 | 46,554 | 1.00 | 47,319 | 1.00 | 47,319 | |
| admin officer i | 1.00 | 8,823 | .00 | 0 | .00 | 0 | |
| revenue administrator i | 1.00 | 41,407 | 1.00 | 41,504 | 1.00 | 41,504 | |
| admin spec ii | 2.00 | 22,220 | .00 | 0 | .00 | 0 | |
| revenue examiner iii | 9.00 | 316,491 | 10.00 | 354,188 | 10.00 | 354,188 | |
| revenue examiner ii | 1.00 | 32,569 | .00 | 0 | .00 | 0 | |
| revenue examiner i | .00 | 17,297 | 1.00 | 25,806 | 1.00 | 25,806 | |
| management associate | 1.00 | 40,262 | 1.00 | 39,947 | 1.00 | 39,947 | |
| TOTAL e00a0801* | 23.00 | 988,785 | 22.00 | 984,779 | 22.00 | 984,779 | |
| TOTAL e00a08 ** | 23.00 | 988,785 | 22.00 | 984,779 | 22.00 | 984,779 | |
| e00a09 Central Payroll Bureau | | | | | | | |
| e00a0901 Payroll Management | | | | | | | |
| asst state compt iv | 1.00 | 82,430 | 1.00 | 83,598 | 1.00 | 83,598 | |
| prgm mgr iv | 1.00 | 72,946 | 1.00 | 78,128 | 1.00 | 78,128 | |
| asst state compt ii | 1.00 | 65,424 | 1.00 | 67,100 | 1.00 | 67,100 | |
| it systems technical spec super | 1.00 | 66,701 | 1.00 | 68,415 | 1.00 | 68,415 | |
| accountant manager i | .00 | 26,053 | 1.00 | 61,597 | 1.00 | 61,597 | |
| it systems technical spec | 1.00 | 62,442 | 1.00 | 64,029 | 1.00 | 64,029 | |
| revenue administrator vi | 1.00 | 36,581 | .00 | 0 | .00 | 0 | |
| accountant supervisor i | 1.00 | 47,151 | 1.00 | 48,084 | 1.00 | 48,084 | |
| administrator ii | 1.00 | 59,435 | 1.00 | 60,610 | 1.00 | 60,610 | |
| revenue administrator v | .00 | -2,510 | .00 | 0 | .00 | 0 | |
| accountant ii | 1.00 | -1,925 | 1.00 | 34,908 | 1.00 | 34,908 | |
| computer info services spec ii | 1.00 | 36,341 | 1.00 | 37,645 | 1.00 | 37,645 | |
| accountant trainee | .00 | 4,574 | 1.00 | 30,664 | 1.00 | 30,664 | |
| computer info services spec i | .00 | 871 | .00 | 0 | .00 | 0 | |
| obs-accountant-auditor iv | .70 | 20,996 | .50 | 20,752 | .50 | 20,752 | |
| dp production control spec i | .00 | 0 | .00 | 0 | .00 | 0 | |
| fiscal accounts technician ii | 1.00 | 32,731 | 1.00 | 33,123 | 1.00 | 33,123 | |
| fiscal accounts technician i | .00 | 18,043 | 1.00 | 27,237 | 1.00 | 27,237 | |
| central payroll supervisor | 5.00 | 211,892 | 5.00 | 215,293 | 5.00 | 215,293 | |
| exec assoc i | 1.00 | 42,071 | 1.00 | 42,648 | 1.00 | 42,648 | |
| central payroll clerk lead/adv | 4.00 | 137,402 | 4.00 | 140,343 | 4.00 | 140,343 | |
| central payroll clerk iii | 5.80 | 137,408 | 4.00 | 130,899 | 4.00 | 130,899 | |
| office secy iii | 2.00 | 29,763 | 1.00 | 29,347 | 1.00 | 29,347 | |
| central payroll clerk ii | .00 | 93,936 | 7.00 | 205,644 | 7.00 | 205,644 | |
| office secy ii | .00 | 21,536 | 1.00 | 30,803 | 1.00 | 30,803 | |
| central payroll clerk i | 8.00 | 130,250 | 1.00 | 25,806 | 1.00 | 25,806 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|--|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a09 Central Payroll Bureau | | | | | | | |
| e00a0901 Payroll Management | | | | | | | |
| fiscal accounts clerk i | 1.00 | 6,038 | .00 | 0 | .00 | 0 | |
| TOTAL e00a0901* | 38.50 | 1,438,580 | 37.50 | 1,536,673 | 37.50 | 1,536,673 | |
| TOTAL e00a09 ** | 38.50 | 1,438,580 | 37.50 | 1,536,673 | 37.50 | 1,536,673 | |
| e00a10 Information Technology Division | | | | | | | |
| e00a1001 Technology Support and Computer Center Operations | | | | | | | |
| exec vii | 1.00 | 96,961 | 1.00 | 98,878 | 1.00 | 98,878 | |
| prgm mgr senior ii | 1.00 | 88,273 | 1.00 | 91,007 | 1.00 | 91,007 | |
| dp director iii | .00 | 2,200 | .00 | 0 | .00 | 0 | |
| dp asst director iii | 2.00 | 152,144 | 2.00 | 154,750 | 2.00 | 154,750 | |
| dp asst director ii | 3.00 | 250,852 | 4.00 | 286,858 | 4.00 | 286,858 | |
| data base spec manager | 1.00 | 66,701 | 1.00 | 68,415 | 1.00 | 68,415 | |
| dp asst director i | 1.00 | 68,630 | 1.00 | 68,415 | 1.00 | 68,415 | |
| dp programmer analyst manager | 3.00 | 137,270 | 3.00 | 185,235 | 3.00 | 185,235 | |
| dp technical support spec manag | 2.00 | 134,816 | 2.00 | 135,515 | 2.00 | 135,515 | |
| obs-data proc director i | 1.00 | 67,338 | 1.00 | 68,415 | 1.00 | 68,415 | |
| it systems technical spec super | 3.00 | 279,104 | 5.00 | 336,867 | 5.00 | 336,867 | |
| computer network spec supr | 1.00 | 63,537 | 1.00 | 64,029 | 1.00 | 64,029 | |
| data base spec supervisor | 2.00 | 126,572 | 2.00 | 128,058 | 2.00 | 128,058 | |
| dp programmer analyst superviso | 11.00 | 453,725 | 7.00 | 429,503 | 7.00 | 429,503 | |
| dp technical support spec super | 4.00 | 251,856 | 5.00 | 316,485 | 5.00 | 316,485 | |
| fiscal services administrator i | .00 | 45,904 | 1.00 | 57,011 | 1.00 | 57,011 | |
| it systems technical spec | 8.00 | 486,897 | 9.00 | 551,404 | 9.00 | 551,404 | |
| obs-fiscal administrator iii | 1.00 | 9,080 | .00 | 0 | .00 | 0 | |
| computer network spec lead | 2.00 | 29,119 | .00 | 0 | .00 | 0 | |
| data base spec ii | 3.00 | 163,284 | 3.00 | 164,296 | 3.00 | 164,296 | |
| dp programmer analyst lead/adva | 16.00 | 849,153 | 17.00 | 957,092 | 17.00 | 957,092 | |
| dp technical support spec ii | 6.00 | 293,220 | 6.00 | 324,526 | 6.00 | 324,526 | |
| computer info services spec sup | .00 | 22,821 | 1.00 | 50,941 | 1.00 | 50,941 | |
| computer network spec ii | 3.00 | 155,198 | 4.00 | 192,296 | 4.00 | 192,296 | |
| dp programmer analyst ii | 6.00 | 309,274 | 7.00 | 357,063 | 7.00 | 357,063 | |
| dp staff spec | 1.00 | 48,788 | 1.00 | 49,969 | 1.00 | 49,969 | |
| webmaster ii | 1.00 | 114,879 | 3.00 | 148,955 | 3.00 | 148,955 | |
| accountant, advanced | 1.00 | 43,010 | 1.00 | 43,351 | 1.00 | 43,351 | |
| computer network spec i | 1.00 | 29,494 | .00 | 0 | .00 | 0 | |
| dp functional analyst ii | .00 | 0 | 1.00 | 49,572 | 1.00 | 49,572 | |
| dp programmer analyst i | 1.00 | 41,389 | .00 | 0 | .00 | 0 | |
| dp technical support spec i | .00 | 0 | 1.00 | 46,792 | 1.00 | 46,792 | |
| webmaster i | 2.00 | 32,505 | .00 | 0 | .00 | 0 | |
| admin officer iii | 1.00 | 43,892 | 1.00 | 44,670 | 1.00 | 44,670 | |
| computer info services spec ii | 1.00 | 45,641 | 3.00 | 139,273 | 3.00 | 139,273 | |
| dp functional analyst i | .00 | 19,292 | 1.00 | 46,419 | 1.00 | 46,419 | |
| dp technical support spec train | 1.00 | 42,409 | .00 | 0 | .00 | 0 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|--|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e00a10 Information Technology Division | | | | | | | |
| e00a1001 Technology Support and Computer Center Operations | | | | | | | |
| computer info services spec i | 3.00 | 109,249 | .00 | 0 | .00 | 0 | |
| admin spec ii | 1.00 | 25,015 | 1.00 | 27,982 | 1.00 | 27,982 | |
| computer operator mgr i | 1.00 | 56,255 | 1.00 | 57,658 | 1.00 | 57,658 | |
| computer operator supr | 6.00 | 258,942 | 6.00 | 265,042 | 6.00 | 265,042 | |
| computer operator lead | .00 | 247,514 | 7.00 | 285,026 | 7.00 | 285,026 | |
| computer operator ii | 30.00 | 816,480 | 21.00 | 764,721 | 21.00 | 764,721 | |
| computer operator i | 5.00 | 64,946 | 2.00 | 66,998 | 2.00 | 66,998 | |
| computer operator trainee | 3.00 | 55,957 | 1.00 | 23,096 | 1.00 | 23,096 | |
| building guard ii | 2.00 | 51,913 | 2.00 | 53,237 | 2.00 | 53,237 | |
| obs-fiscal accounts supervisor | 1.00 | 36,734 | 1.00 | 38,880 | 1.00 | 38,880 | |
| exec assoc i | 1.00 | 44,205 | 1.00 | 44,314 | 1.00 | 44,314 | |
| management associate | 1.00 | 39,886 | 1.00 | 39,947 | 1.00 | 39,947 | |
| admin aide | 1.00 | 47,453 | 2.00 | 64,787 | 2.00 | 64,787 | |
| data entry operator supr | 2.00 | 63,154 | 2.00 | 64,492 | 2.00 | 64,492 | |
| office secy iii | 3.00 | 58,600 | 2.00 | 63,551 | 2.00 | 63,551 | |
| data entry operator lead | 4.00 | 114,663 | 4.00 | 119,952 | 4.00 | 119,952 | |
| office services clerk | .00 | 7,989 | 1.00 | 22,260 | 1.00 | 22,260 | |
| data entry operator ii | 5.00 | 121,405 | 4.00 | 114,074 | 4.00 | 114,074 | |
| data entry operator i | .00 | 14,967 | 1.00 | 19,617 | 1.00 | 19,617 | |
| building services worker ii | 1.00 | 24,843 | 1.00 | 24,733 | 1.00 | 24,733 | |
| TOTAL e00a1001* | 161.00 | 7,325,398 | 157.00 | 7,816,427 | 157.00 | 7,816,427 | |
| TOTAL e00a10 ** | 161.00 | 7,325,398 | 157.00 | 7,816,427 | 157.00 | 7,816,427 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---------------------------------|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| ----- | | | | | | | |
| e20b01 Treasury Management | | | | | | | |
| e20b0101 Treasury Management | | | | | | | |
| treasurer state of maryland | 1.00 | 96,548 | 1.00 | 106,250 | 1.00 | 114,584 | |
| chf deputy treasurer | 1.00 | 89,758 | 1.00 | 104,000 | 1.00 | 104,000 | |
| div dir ofc atty general | 1.00 | 100,004 | 1.00 | 101,982 | 1.00 | 101,982 | |
| prgm mgr senior ii | .00 | 53,603 | 1.00 | 85,837 | 1.00 | 85,837 | |
| prgm mgr senior i | 2.00 | 181,271 | 2.00 | 154,523 | 2.00 | 154,523 | |
| dp director ii | 1.00 | 36,151 | 1.00 | 70,893 | 1.00 | 70,893 | |
| prgm mgr iii | 1.00 | 64,855 | 1.00 | 51,697 | 1.00 | 51,697 | |
| treasury spec vii | 1.00 | 2,448 | 1.00 | 63,823 | 1.00 | 63,823 | |
| dp programmer analyst manager | 1.00 | 55,683 | 1.00 | 58,593 | 1.00 | 58,593 | |
| treasury spec vi | 3.00 | 227,959 | 3.00 | 182,999 | 3.00 | 182,999 | |
| computer network spec lead | 1.00 | 52,852 | 1.00 | 54,412 | 1.00 | 54,412 | |
| dp programmer analyst lead/adva | 1.00 | 51,360 | 1.00 | 53,371 | 1.00 | 53,371 | |
| fiscal services chief i | 1.00 | 55,698 | 1.00 | 66,022 | 1.00 | 66,022 | |
| dp programmer analyst i | .00 | 0 | 1.00 | 37,255 | 1.00 | 37,255 | |
| dp programmer analyst i | 1.00 | 44,847 | .00 | 0 | .00 | 0 | |
| obs-data proc mgr ii | 1.00 | 46,778 | 1.00 | 47,701 | 1.00 | 47,701 | |
| obs-fiscal specialist iii | 1.00 | 54,448 | 1.00 | 50,535 | 1.00 | 50,535 | |
| treasury spec v | 3.00 | 90,804 | 3.00 | 142,356 | 3.00 | 142,356 | |
| treasury spec iv | 2.00 | 59,770 | 2.00 | 91,989 | 2.00 | 91,989 | |
| treasury spec iii | 6.00 | 181,286 | 6.00 | 234,414 | 6.00 | 234,414 | |
| treasury spec iii | 1.00 | 42,230 | 1.00 | 43,472 | 1.00 | 43,472 | |
| treasury spec ii | 1.00 | 91,708 | 1.00 | 41,504 | 1.00 | 41,504 | |
| obs-data proc supv ii, edp | 1.00 | 38,019 | 1.00 | 38,880 | 1.00 | 38,880 | |
| management associate | 1.00 | 0 | 1.00 | 30,664 | 1.00 | 30,664 | |
| admin aide | 1.00 | 35,047 | 1.00 | 35,740 | 1.00 | 35,740 | |
| obs-fiscal clerk iii, general | 1.00 | 10,707 | 1.00 | 22,260 | 1.00 | 22,260 | |
| ----- | | | | | | | |
| TOTAL e20b0101* | 35.00 | 1,763,834 | 36.00 | 1,971,172 | 36.00 | 1,979,506 | |
| TOTAL e20b01 ** | 35.00 | 1,763,834 | 36.00 | 1,971,172 | 36.00 | 1,979,506 | |
| ----- | | | | | | | |
| e20b02 Insurance Protection | | | | | | | |
| e20b0201 Insurance Management | | | | | | | |
| asst attorney general viii | 1.00 | 88,862 | 1.00 | 89,249 | 1.00 | 89,249 | |
| prgm mgr senior i | 1.00 | 77,858 | 1.00 | 81,890 | 1.00 | 81,890 | |
| treasury spec vii | 1.00 | 6,117 | 1.00 | 76,005 | 1.00 | 76,005 | |
| treasury spec vi | 2.00 | 99,251 | 2.00 | 114,391 | 2.00 | 114,391 | |
| casualty claims adjuster super | 3.00 | 89,229 | 3.00 | 148,846 | 3.00 | 148,846 | |
| casualty claims adjuster lead | 1.00 | 88,311 | 1.00 | 46,419 | 1.00 | 46,419 | |
| casualty claims adjuster ii | 1.00 | 54,675 | 1.00 | 41,044 | 1.00 | 41,044 | |
| treasury spec iii | 1.00 | 53,829 | 1.00 | 44,314 | 1.00 | 44,314 | |
| casualty claims adjuster i | 2.00 | 71,591 | 2.00 | 73,359 | 2.00 | 73,359 | |
| treasury spec ii | 1.00 | 35,588 | 1.00 | 37,721 | 1.00 | 37,721 | |
| admin spec iii | 1.00 | 37,676 | 1.00 | 36,717 | 1.00 | 36,717 | |
| casualty claims adjuster associ | 1.00 | 38,852 | 1.00 | 32,863 | 1.00 | 32,863 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e20b02 Insurance Protection | | | | | | | |
| e20b0201 Insurance Management | | | | | | | |
| management assoc | 1.00 | 38,681 | 1.00 | 39,191 | 1.00 | 39,191 | |
| TOTAL e20b0201* | 17.00 | 780,520 | 17.00 | 862,009 | 17.00 | 862,009 | |
| TOTAL e20b02 ** | 17.00 | 780,520 | 17.00 | 862,009 | 17.00 | 862,009 | |
| e50c00 State Department of Assessments and Taxation | | | | | | | |
| e50c0001 Office of the Director | | | | | | | |
| dir dept assessmnts taxation | 1.00 | 102,770 | 1.00 | 104,804 | 1.00 | 104,804 | |
| dep dir assmts and tax | 1.00 | 89,617 | 1.00 | 91,390 | 1.00 | 91,390 | |
| exec iv | 1.00 | 73,746 | 1.00 | 75,206 | 1.00 | 75,206 | |
| principal counsel | 1.00 | 99,443 | 1.00 | 101,154 | 1.00 | 101,154 | |
| asst attorney general vii | 1.00 | 82,133 | 1.00 | 83,502 | 1.00 | 83,502 | |
| asst attorney general vi | 1.00 | 76,863 | 1.00 | 78,128 | 1.00 | 78,128 | |
| administrator v | 1.00 | 17,667 | .00 | 0 | .00 | 0 | |
| prgm mgr ii | .00 | 43,748 | 1.00 | 67,100 | 1.00 | 67,100 | |
| personnel administrator iii | 1.00 | 61,833 | 1.00 | 62,801 | 1.00 | 62,801 | |
| fiscal services administrator i | 1.00 | 52,007 | 1.00 | 61,597 | 1.00 | 61,597 | |
| accountant supervisor i | 1.00 | 7,253 | 1.00 | 39,766 | 1.00 | 39,766 | |
| administrator ii | 2.00 | 107,017 | 2.00 | 110,054 | 2.00 | 110,054 | |
| personnel officer ii | 1.00 | 46,991 | 1.00 | 47,319 | 1.00 | 47,319 | |
| accountant i | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| admin officer ii | 1.00 | 43,547 | 1.00 | 44,314 | 1.00 | 44,314 | |
| admin spec iii | 1.00 | 38,876 | 1.00 | 38,880 | 1.00 | 38,880 | |
| admin spec ii | 1.00 | 35,797 | 1.00 | 35,740 | 1.00 | 35,740 | |
| personnel associate iii | 1.00 | 36,697 | 1.00 | 37,423 | 1.00 | 37,423 | |
| personnel associate ii | 1.00 | 34,720 | 1.00 | 35,740 | 1.00 | 35,740 | |
| personnel associate i | 1.00 | 32,843 | 1.00 | 33,493 | 1.00 | 33,493 | |
| personnel clerk | 1.00 | 24,860 | 1.00 | 25,545 | 1.00 | 25,545 | |
| obs-executive associate iii | 1.00 | 47,370 | 1.00 | 48,084 | 1.00 | 48,084 | |
| exec assoc i | .00 | 0 | 1.00 | 32,715 | 1.00 | 32,715 | |
| obs-executive associate i | 1.00 | 37,110 | .00 | 0 | .00 | 0 | |
| management assoc | 1.00 | 39,805 | 1.00 | 40,718 | 1.00 | 40,718 | |
| fiscal accounts clerk superviso | 1.00 | 37,405 | 1.00 | 38,145 | 1.00 | 38,145 | |
| admin aide | 1.00 | 35,470 | 1.00 | 35,740 | 1.00 | 35,740 | |
| office secy iii | 1.00 | 32,024 | 1.00 | 33,493 | 1.00 | 33,493 | |
| fiscal accounts clerk ii | 3.00 | 89,120 | 3.00 | 93,090 | 3.00 | 93,090 | |
| TOTAL e50c0001* | 30.00 | 1,426,732 | 29.00 | 1,495,941 | 29.00 | 1,495,941 | |
| e50c0002 Real Property Valuation | | | | | | | |
| exec iv | 1.00 | 76,977 | 1.00 | 78,501 | 1.00 | 78,501 | |
| prgm mgr iv | 2.00 | 152,750 | 2.00 | 154,750 | 2.00 | 154,750 | |
| supv of assessments cnty scale | 3.00 | 304,153 | 3.00 | 317,991 | 3.00 | 332,656 | |
| supv of assessments class a | 2.00 | 142,948 | 2.00 | 146,214 | 2.00 | 146,214 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|----------------------------------|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|---------|
| e50c0002 Real Property Valuation | | | | | | | |
| administrator v | .00 | 0 | 1.00 | 48,405 | 1.00 | 48,405 | |
| assmnts area supv ii | 2.00 | 134,927 | 2.00 | 136,830 | 2.00 | 136,830 | |
| supv of assessments class b | 7.00 | 432,099 | 7.00 | 439,866 | 7.00 | 439,866 | |
| administrator iii | 1.00 | 54,423 | 1.00 | 42,453 | 1.00 | 42,453 | |
| assmnts area supv i | 4.00 | 240,463 | 5.00 | 286,253 | 5.00 | 286,253 | |
| supv of assessments class c | 12.00 | 677,670 | 12.00 | 689,413 | 12.00 | 689,413 | |
| assmnts asst supv class a | 3.00 | 191,746 | 3.00 | 195,423 | 3.00 | 195,423 | |
| assmnts asst supv cnty scale | 2.00 | 169,102 | 2.00 | 175,480 | 2.00 | 181,622 | |
| assmnts asst supv class b | 7.00 | 378,074 | 7.00 | 385,189 | 7.00 | 385,189 | |
| assmnts office manager a | 4.00 | 195,214 | 4.00 | 202,969 | 4.00 | 202,969 | |
| supv property maps | 1.00 | 53,960 | 1.00 | 55,027 | 1.00 | 55,027 | |
| assessor adv commercial indus | .00 | 303,032 | 10.00 | 485,449 | 10.00 | 485,449 | |
| assessor mgr real property | 12.00 | 563,397 | 10.00 | 490,162 | 10.00 | 490,162 | |
| assmnts asst supv class c | 10.00 | 503,553 | 11.00 | 554,922 | 11.00 | 554,922 | |
| assessor supv i cnty scale | 4.00 | 309,567 | 4.00 | 309,684 | 4.00 | 271,620 | |
| assessor ii commercial indust | 39.00 | 1,382,154 | 28.00 | 1,284,124 | 28.00 | 1,284,124 | |
| assessor supv real property | 29.00 | 1,209,012 | 28.00 | 1,306,093 | 28.00 | 1,306,093 | |
| assmnts office manager assistan | 5.00 | 171,479 | 4.00 | 171,516 | 4.00 | 171,516 | |
| assessor advanced real property | 36.00 | 1,318,729 | 33.00 | 1,385,906 | 33.00 | 1,385,906 | |
| assessor i commercial industr | .00 | 245,328 | 8.00 | 326,432 | 8.00 | 326,432 | |
| assmnts office manager b | 7.00 | 300,721 | 7.00 | 307,690 | 7.00 | 307,690 | |
| assessor iii real property | 68.00 | 2,699,581 | 71.00 | 2,728,032 | 71.00 | 2,728,032 | |
| assmnts office manager c | 12.00 | 475,193 | 12.00 | 481,158 | 12.00 | 481,158 | |
| assessor iii cnty scale | 1.00 | 37,178 | 1.00 | 30,000 | 1.00 | 22,809 | |
| assessor supv ii cnty scale | 6.00 | 488,353 | 6.00 | 498,650 | 6.00 | 457,821 | |
| assmnts office manager assistan | 7.00 | 254,527 | 7.00 | 254,505 | 7.00 | 254,505 | |
| assessor ii real property | 25.00 | 477,604 | 20.00 | 669,953 | 20.00 | 669,953 | |
| assessor i real property | 18.00 | 414,662 | 14.00 | 409,675 | 14.00 | 409,675 | |
| assmnts commercial industrial c | 1.00 | 77,392 | 1.00 | 77,421 | 1.00 | 77,421 | |
| cartographer iii | 1.00 | 38,626 | 1.00 | 38,880 | 1.00 | 38,880 | |
| cartographer ii | 8.00 | 243,247 | 6.00 | 214,440 | 6.00 | 214,440 | |
| assessor assoc real property | 3.00 | 81,735 | 3.00 | 84,843 | 3.00 | 84,843 | |
| exec assoc i | .00 | 3,783 | 1.00 | 41,839 | 1.00 | 41,839 | |
| assmnts records supv iii | 11.00 | 409,179 | 12.00 | 422,896 | 12.00 | 422,896 | |
| assmnts records supv ii | 3.00 | 98,722 | 3.00 | 100,479 | 3.00 | 100,479 | |
| office secy iii | 5.00 | 158,800 | 5.00 | 167,477 | 3.00 | 100,491 | Abolish |
| assmnts records supv i | 13.00 | 421,390 | 14.00 | 446,085 | 14.00 | 446,085 | |
| office secy ii | 9.00 | 257,214 | 8.00 | 252,449 | 8.00 | 252,449 | |
| office services clerk lead | 1.00 | 30,140 | 1.00 | 30,226 | 1.00 | 30,226 | |
| office secy i | 2.00 | 58,950 | 2.00 | 59,976 | 2.00 | 59,976 | |
| office services clerk | 120.50 | 3,152,165 | 114.00 | 3,293,607 | 109.00 | 3,159,123 | Abolish |
| obs-office clerk ii | 4.00 | 37,160 | .00 | 0 | .00 | 0 | |
| office clerk ii | 14.00 | 364,442 | 22.00 | 526,983 | 22.00 | 526,983 | |
| office processing clerk ii | .00 | 17,356 | 1.00 | 22,487 | 1.00 | 22,487 | |
| obs-office clerk i | 8.00 | 40,825 | .00 | 0 | .00 | 0 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|---------|
| e50c0002 Real Property Valuation | | | | | | | |
| obs-typist clerk iv | 1.00 | 4,185 | .00 | 0 | .00 | 0 | |
| office clerk i | 9.00 | 212,275 | 4.00 | 94,006 | 3.00 | 73,659 | Abolish |
| office clerk assistant | 1.00 | 13,247 | .00 | 0 | .00 | 0 | |
| assmnts supv cnty scale | 3.00 | 182,110 | 3.00 | 140,616 | 3.00 | 152,821 | |
| assmnts clerk cnty scale | 1.00 | 45,639 | 1.00 | 47,832 | 1.00 | 49,506 | |
| TOTAL e50c0002* | 548.50 | 20,307,158 | 529.00 | 21,111,257 | 521.00 | 20,838,042 | |
| e50c0004 Office of Information Technology | | | | | | | |
| prgm mgr senior iii | 1.00 | 94,787 | 1.00 | 95,401 | 1.00 | 95,401 | |
| dp director iii | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| dp director i | 1.00 | 71,940 | 1.00 | 73,107 | 1.00 | 73,107 | |
| dp asst director i | 1.00 | 66,058 | 1.00 | 68,415 | 1.00 | 68,415 | |
| computer network spec mgr | 1.00 | 67,338 | 1.00 | 68,415 | 1.00 | 68,415 | |
| computer network spec supr | 1.00 | 62,787 | 1.00 | 64,029 | 1.00 | 64,029 | |
| data base spec supervisor | 1.00 | 61,583 | 1.00 | 62,801 | 1.00 | 62,801 | |
| dp programmer analyst superviso | 1.00 | 48,572 | 1.00 | 61,597 | 1.00 | 61,597 | |
| data base spec ii | 1.00 | 57,098 | 1.00 | 58,783 | 1.00 | 58,783 | |
| dp programmer analyst lead/adva | 3.00 | 216,819 | 4.00 | 242,158 | 4.00 | 242,158 | |
| computer info services spec sup | 1.00 | 54,210 | 1.00 | 55,027 | 1.00 | 55,027 | |
| computer network spec ii | 2.00 | 104,596 | 2.00 | 106,919 | 2.00 | 106,919 | |
| dp programmer analyst ii | 2.00 | 103,442 | 2.00 | 105,968 | 2.00 | 105,968 | |
| webmaster ii | .00 | 30,148 | 1.00 | 39,766 | 1.00 | 39,766 | |
| administrator i | .00 | 0 | 1.00 | 50,535 | 1.00 | 50,535 | |
| dp programmer analyst i | .00 | 18,985 | 1.00 | 47,701 | 1.00 | 47,701 | |
| computer info services spec ii | 4.00 | 164,115 | 5.00 | 219,856 | 5.00 | 219,856 | |
| dp programmer analyst trainee | .00 | 18,028 | .00 | 0 | .00 | 0 | |
| assessor advanced personal prop | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| assessor iii real property | .00 | 40,907 | .00 | 0 | .00 | 0 | |
| computer info services spec i | 2.00 | 50,382 | .00 | 0 | .00 | 0 | |
| management associate | 1.00 | 31,894 | 1.00 | 40,718 | 1.00 | 40,718 | |
| office clerk i | 1.00 | 0 | .00 | 0 | .00 | 0 | |
| TOTAL e50c0004* | 26.00 | 1,363,689 | 26.00 | 1,461,196 | 26.00 | 1,461,196 | |
| e50c0005 Business Property Valuation | | | | | | | |
| exec iv | 1.00 | 87,842 | 1.00 | 89,580 | 1.00 | 89,580 | |
| prgm mgr iii | 1.00 | 77,249 | 1.00 | 79,019 | 1.00 | 79,019 | |
| prgm mgr ii | 1.00 | 66,951 | 1.00 | 68,415 | 1.00 | 68,415 | |
| prgm mgr i | 1.00 | 158,571 | 3.00 | 180,453 | 3.00 | 180,453 | |
| administrator ii | 2.00 | 19,135 | .00 | 0 | .00 | 0 | |
| administrator i | 3.00 | 148,982 | 3.00 | 151,605 | 3.00 | 151,605 | |
| admin officer iii | 2.00 | 93,303 | 2.00 | 94,638 | 2.00 | 94,638 | |
| assessor iv personal property | 1.00 | 45,965 | 1.00 | 47,319 | 1.00 | 47,319 | |
| admin officer ii | 1.00 | 40,837 | 1.00 | 41,044 | 1.00 | 41,044 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|--|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|---------|
| e50c0005 Business Property Valuation | | | | | | | |
| assessor advanced personal prop | 3.00 | 142,797 | 5.00 | 212,218 | 5.00 | 212,218 | |
| admin officer i | .00 | 15,131 | 1.00 | 40,718 | 1.00 | 40,718 | |
| assessor iii pers property | 10.00 | 450,791 | 13.00 | 508,267 | 13.00 | 508,267 | |
| admin spec iii | 1.00 | 24,828 | .00 | 0 | .00 | 0 | |
| assessor ii pers property | 5.00 | 122,884 | 1.00 | 31,303 | 1.00 | 31,303 | |
| assessor i pers property | 4.00 | 95,577 | 4.00 | 116,723 | 4.00 | 116,723 | |
| admin aide | 1.00 | 34,816 | 1.00 | 35,066 | 1.00 | 35,066 | |
| office secy ii | 6.50 | 132,512 | 4.50 | 123,988 | 4.50 | 123,988 | |
| office secy i | .00 | 10,374 | 1.00 | 22,260 | .00 | 0 | Abolish |
| office services clerk | 1.00 | 29,885 | 1.00 | 29,988 | 1.00 | 29,988 | |
| office clerk ii | 1.00 | 27,823 | 1.00 | 28,118 | 1.00 | 28,118 | |
| office clerk i | 1.00 | 48,563 | 2.00 | 50,342 | 2.00 | 50,342 | |
| office processing clerk i | 1.00 | 4,782 | .00 | 0 | .00 | 0 | |
| TOTAL e50c0005* | 47.50 | 1,879,598 | 47.50 | 1,951,064 | 46.50 | 1,928,804 | |
| e50c0008 Property Tax Credit Programs | | | | | | | |
| prgm mgr ii | 1.00 | 62,328 | 1.00 | 62,096 | 1.00 | 62,096 | |
| administrator ii | 1.00 | 15,356 | .00 | 0 | .00 | 0 | |
| admin officer iii | .00 | 0 | 1.00 | 34,908 | 1.00 | 34,908 | |
| admin spec iii | 3.00 | 120,443 | 4.00 | 154,063 | 4.00 | 154,063 | |
| admin spec ii | 1.00 | 29,633 | .00 | 0 | .00 | 0 | |
| assmnts records supv iii | 2.00 | 69,767 | 2.00 | 71,480 | 2.00 | 71,480 | |
| assmnts records supv i | 3.00 | 92,629 | 3.00 | 95,375 | 3.00 | 95,375 | |
| office secy ii | 1.00 | 25,050 | 1.00 | 25,545 | 1.00 | 25,545 | |
| office secy i | .00 | 0 | 1.00 | 22,260 | 1.00 | 22,260 | |
| office services clerk | 21.00 | 545,516 | 20.00 | 557,926 | 19.00 | 527,938 | Abolish |
| obs-office clerk i | 4.00 | 25,358 | .00 | 0 | .00 | 0 | |
| office clerk i | 4.00 | 116,878 | 6.00 | 136,069 | 6.00 | 136,069 | |
| assmnts clerk cnty scale | 1.00 | 46,123 | 1.00 | 46,124 | 1.00 | 49,410 | |
| TOTAL e50c0008* | 42.00 | 1,149,081 | 40.00 | 1,205,846 | 39.00 | 1,179,144 | |
| e50c0010 Charter Unit | | | | | | | |
| prgm mgr ii | 1.00 | 108,864 | 2.00 | 129,320 | 2.00 | 129,320 | |
| charter specialist iii | 6.00 | 246,256 | 5.00 | 267,914 | 5.00 | 267,914 | |
| administrator i | 1.00 | 49,088 | .00 | 0 | .00 | 0 | |
| admin officer i | 1.00 | 40,818 | 1.00 | 41,504 | 1.00 | 41,504 | |
| admin spec iii | 1.00 | 37,769 | 1.00 | 38,880 | 1.00 | 38,880 | |
| admin spec ii | 2.00 | 173,868 | 6.00 | 212,473 | 6.00 | 212,473 | |
| admin spec i | 4.00 | 33,060 | .00 | 0 | .00 | 0 | |
| paralegal ii | 1.00 | 37,405 | 1.00 | 38,145 | 1.00 | 38,145 | |
| fiscal accounts technician ii | .00 | 33,174 | 1.00 | 33,123 | 1.00 | 33,123 | |
| obs-fiscal associate i | 1.00 | 811 | .00 | 0 | .00 | 0 | |
| admin aide | 1.00 | 34,127 | 1.00 | 35,066 | 1.00 | 35,066 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|--|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| e50c0010 Charter Unit | | | | | | | |
| office supervisor | 2.00 | 65,776 | 2.00 | 69,499 | 2.00 | 69,499 | |
| data entry operator supr | 2.00 | 61,150 | 2.00 | 64,492 | 2.00 | 64,492 | |
| office secy iii | 4.00 | 122,166 | 4.00 | 131,527 | 4.00 | 131,527 | |
| office secy ii | 1.00 | 31,080 | 1.00 | 31,992 | 1.00 | 31,992 | |
| office services clerk lead | 1.00 | 88,153 | 3.00 | 89,558 | 3.00 | 89,558 | |
| services specialist | 1.00 | 31,580 | 1.00 | 31,992 | 1.00 | 31,992 | |
| office services clerk | 9.00 | 214,224 | 8.00 | 223,954 | 8.00 | 223,954 | |
| data entry operator ii | 1.00 | 19,145 | 1.00 | 21,675 | 1.00 | 21,675 | |
| obs-office clerk ii | 3.00 | 17,638 | .00 | 0 | .00 | 0 | |
| office clerk ii | 10.00 | 298,922 | 21.00 | 497,637 | 21.00 | 497,637 | |
| data entry operator i | 3.00 | 58,961 | 3.00 | 63,347 | 3.00 | 63,347 | |
| obs-office clerk i | 5.00 | 22,248 | .00 | 0 | .00 | 0 | |
| office clerk i | 7.00 | 132,836 | .00 | 0 | .00 | 0 | |
| obs-data device oper 1 | 1.00 | -1,613 | .00 | 0 | .00 | 0 | |
| TOTAL e50c0010* | 69.00 | 1,957,506 | 64.00 | 2,022,098 | 64.00 | 2,022,098 | |
| TOTAL e50c00 ** | 763.00 | 28,083,764 | 735.50 | 29,247,402 | 725.50 | 28,925,225 | |
| e75d00 State Lottery Agency | | | | | | | |
| e75d0001 Administration and Operations | | | | | | | |
| dir state lottery | 1.00 | 126,490 | 1.00 | 128,994 | 1.00 | 128,994 | |
| exec vi | 1.00 | 0 | 1.00 | 79,458 | 1.00 | 79,458 | |
| prgm mgr senior iii | 1.00 | 90,220 | 1.00 | 91,749 | 1.00 | 91,749 | |
| prgm mgr senior ii | 2.00 | 169,640 | 2.00 | 173,766 | 2.00 | 173,766 | |
| dep dir state lottery | 2.00 | 159,241 | 2.00 | 162,389 | 2.00 | 162,389 | |
| administrator vii | 1.00 | 68,433 | 1.00 | 69,531 | 1.00 | 69,531 | |
| asst attorney general vi | 1.50 | 84,431 | 1.50 | 114,212 | 1.50 | 114,212 | |
| prgm mgr iv | 1.00 | 74,672 | 1.00 | 76,622 | 1.00 | 76,622 | |
| prgm mgr iii | 1.00 | 71,940 | 1.00 | 73,107 | 1.00 | 73,107 | |
| administrator v | 1.00 | 66,451 | 1.00 | 68,415 | 1.00 | 68,415 | |
| dp programmer analyst manager | 1.00 | 54,803 | 1.00 | 59,738 | 1.00 | 59,738 | |
| dp quality assurance spec manag | 1.00 | 60,892 | 1.00 | 62,096 | 1.00 | 62,096 | |
| obs-lottery sales manager | 1.00 | 65,110 | 1.00 | 67,100 | 1.00 | 67,100 | |
| prgm mgr ii | 5.00 | 319,964 | 5.00 | 330,370 | 5.00 | 330,370 | |
| administrator iv | 1.00 | 51,794 | 1.00 | 50,817 | 1.00 | 50,817 | |
| prgm mgr i | 7.00 | 324,920 | 7.00 | 384,693 | 7.00 | 384,693 | |
| computer network spec supr | 1.00 | 60,999 | 1.00 | 62,801 | 1.00 | 62,801 | |
| dp programmer analyst superviso | 1.00 | 60,999 | 1.00 | 62,801 | 1.00 | 62,801 | |
| accountant supervisor ii | 1.00 | 68,262 | 1.00 | 64,756 | 1.00 | 64,756 | |
| data base spec ii | 1.00 | 52,852 | 1.00 | 54,412 | 1.00 | 54,412 | |
| management specialist v | 1.00 | 52,407 | 1.00 | 57,658 | 1.00 | 57,658 | |
| administrator ii | 3.00 | 130,167 | 3.00 | 156,341 | 3.00 | 156,341 | |
| computer network spec ii | 1.00 | 59,435 | 1.00 | 60,610 | 1.00 | 60,610 | |
| dp staff spec | 1.00 | 51,427 | 1.00 | 52,944 | 1.00 | 52,944 | |
| dp staff spec | 1.00 | 52,929 | 1.00 | 53,975 | 1.00 | 53,975 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|--|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|---------|
| e75d00 State Lottery Agency | | | | | | | |
| e75d0001 Administration and Operations | | | | | | | |
| administrator i | 5.00 | 174,116 | 5.00 | 230,146 | 4.00 | 192,891 | Abolish |
| dp programmer analyst i | 3.00 | 122,859 | 3.00 | 126,823 | 3.00 | 126,823 | |
| equal opportunity officer iii | 1.00 | 45,012 | 1.00 | 45,902 | 1.00 | 45,902 | |
| internal auditor ii | 1.00 | 36,813 | 1.00 | 50,535 | 1.00 | 50,535 | |
| accountant ii | .00 | 0 | .00 | 0 | .00 | 0 | |
| admin officer iii | 3.00 | 121,271 | 3.00 | 138,459 | 3.00 | 138,459 | |
| pub affairs officer ii | 3.00 | 133,169 | 3.00 | 135,912 | 3.00 | 135,912 | |
| admin officer ii | 1.00 | 43,047 | 1.00 | 44,314 | 1.00 | 44,314 | |
| agency buyer v | 1.00 | 42,629 | 1.00 | 43,472 | 1.00 | 43,472 | |
| accountant trainee | 1.00 | 36,644 | 1.00 | 37,721 | 1.00 | 37,721 | |
| computer info services spec i | 1.00 | 39,555 | 1.00 | 40,718 | 1.00 | 40,718 | |
| personnel specialist iii | 1.00 | 39,352 | 1.00 | 41,504 | 1.00 | 41,504 | |
| pub affairs officer i | 7.00 | 230,233 | 7.00 | 239,457 | 7.00 | 239,457 | |
| research analyst v | 1.00 | 36,990 | 1.00 | 37,721 | 1.00 | 37,721 | |
| admin spec iii | 2.00 | 75,181 | 2.00 | 77,025 | 2.00 | 77,025 | |
| lottery spec ii | .50 | 37,769 | .50 | 19,440 | .50 | 19,440 | |
| lottery regional manager | 5.00 | 252,877 | 5.00 | 268,844 | 5.00 | 268,844 | |
| lottery representative iii | 6.00 | 244,705 | 6.00 | 272,490 | 6.00 | 272,490 | |
| lottery security supervisor | 1.00 | 35,013 | 1.00 | 45,029 | 1.00 | 45,029 | |
| lottery spec iii | 1.00 | 46,874 | 1.00 | 37,645 | 1.00 | 37,645 | |
| computer operator supr | 1.00 | 41,821 | 1.00 | 42,648 | 1.00 | 42,648 | |
| lottery representative ii | 31.00 | 1,227,865 | 31.00 | 1,268,052 | 31.00 | 1,268,052 | |
| lottery representative i | 7.00 | 205,763 | 7.00 | 230,166 | 7.00 | 230,166 | |
| computer operator ii | 4.00 | 146,894 | 4.00 | 151,858 | 4.00 | 151,858 | |
| agency buyer ii | 1.00 | 29,568 | 1.00 | 30,153 | 1.00 | 30,153 | |
| lottery spec i | 3.00 | 101,582 | 3.00 | 104,565 | 3.00 | 104,565 | |
| lottery security specialist | 3.00 | 99,324 | 3.00 | 102,308 | 3.00 | 102,308 | |
| fiscal accounts technician supv | 1.00 | 40,699 | 1.00 | 41,504 | 1.00 | 41,504 | |
| personnel technician iv | .00 | 0 | .00 | 0 | .00 | 0 | |
| fiscal accounts technician ii | 8.00 | 277,646 | 8.00 | 275,130 | 7.00 | 248,172 | Abolish |
| fiscal accounts technician i | 3.00 | 76,039 | 3.00 | 94,237 | 3.00 | 94,237 | |
| obs-executive associate iii | 1.00 | 45,889 | 1.00 | 46,287 | 1.00 | 46,287 | |
| fiscal accounts clerk manager | 2.00 | 99,370 | 2.00 | 88,628 | 2.00 | 88,628 | |
| admin aide | 3.00 | 105,264 | 3.00 | 104,668 | 3.00 | 104,668 | |
| admin aide | 1.00 | 35,047 | 1.00 | 35,740 | 1.00 | 35,740 | |
| warehouse supervisor | 1.00 | 34,386 | 1.00 | 35,066 | 1.00 | 35,066 | |
| legal secretary | 1.00 | 30,163 | 1.00 | 31,048 | 1.00 | 31,048 | |
| office secy iii | 1.00 | 25,270 | 1.00 | 26,243 | 1.00 | 26,243 | |
| fiscal accounts clerk ii | 12.00 | 283,799 | 12.00 | 356,303 | 12.00 | 356,303 | |
| office secy ii | 1.00 | 28,715 | 1.00 | 31,992 | 1.00 | 31,992 | |
| obs-fiscal clerk iii, general | .00 | 0 | .00 | 0 | .00 | 0 | |
| supply officer iii | 6.00 | 142,853 | 6.00 | 154,871 | 6.00 | 154,871 | |
| TOTAL e75d0001* | 175.00 | 7,250,544 | 175.00 | 7,803,979 | 173.00 | 7,739,766 | |
| TOTAL e75d00 ** | 175.00 | 7,250,544 | 175.00 | 7,803,979 | 173.00 | 7,739,766 | |

PERSONNEL DETAIL

Financial and Revenue Administration

| Classification Title | FY 2002 Pos Count | FY 2002 Expenditure | FY 2003 Pos Count | FY 2003 Appropriation | FY 2004 Allow Pos | FY 2004 Allowance | Symbol |
|---|----------------------|------------------------|----------------------|--------------------------|----------------------|----------------------|--------|
| ----- | | | | | | | |
| e80e00 Property Tax Assessment Appeals Boards | | | | | | | |
| e80e0001 Property Tax Assessment Appeals Boards | | | | | | | |
| admin prop tax assess appeal bd | 1.00 | 71,627 | 1.00 | 73,701 | 1.00 | 73,701 | |
| mbr assess appeal board | .00 | 256,256 | .00 | 316,128 | .00 | 331,600 | |
| exec assoc i | 1.00 | 35,784 | 1.00 | 36,628 | 1.00 | 36,628 | |
| office secy iii | 5.00 | 162,997 | 5.00 | 167,465 | 5.00 | 167,465 | |
| office services clerk | 2.00 | 53,791 | 2.00 | 54,855 | 2.00 | 54,855 | |
| ----- | | | | | | | |
| TOTAL e80e0001* | 9.00 | 580,455 | 9.00 | 648,777 | 9.00 | 664,249 | |
| TOTAL e80e00 ** | 9.00 | 580,455 | 9.00 | 648,777 | 9.00 | 664,249 | |

